



RENZ

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Customer Support
- Chat, Email & Phone Support
- Order Issue Resolution
- Refund & Credit Processing
- Delivery & Order Coordination
- Customer Complaint Resolution
- CRM Case Management
- Restaurant Partner Support
- Administrative Support
- Data Entry & Record Management
- Document Preparation & Filing
- Calendar & Appointment Management
- Phone & Email Management
- Report Preparation
- Customer Communication

TOOLS

- Zendesk
- GrabHub Tool
- CRM Systems
- Microsoft Office
- Zoom
- Google Workspace

Customer-focused Customer Service Representative with hands-on experience supporting customers, restaurant partners, and delivery drivers across chat, email, and phone channels in a fast-paced service environment. Proven ability to resolve order and delivery issues, process refunds and credits, troubleshoot system concerns, document cases accurately in CRM platforms, and provide clear information while maintaining a positive customer experience. Brings strong expertise in customer communication, problem-solving, Zendesk, CRM case management, multitasking, and administrative support, helping organizations resolve concerns efficiently, strengthen customer satisfaction, and deliver dependable service.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Foundever | July 2025 - December 2025

- Respond to customer inquiries via chat, email, or phone
- Resolve order issues (late, missing, incorrect, or canceled orders)
- Assist customers with refunds, credits, and promotions
- Support restaurant partners with order and system issues
- Coordinate with delivery drivers to resolve delivery problems
- Track and document cases using CRM systems
- Provide accurate information about menus, pricing, and app features

VERIFICATION SPECIALIST/CLIENT ONBOARDING SPECIALIST

Municipality of Araceli | May 2020 - November 2020

- Provide general office and clerical support
- Answer and route phone calls and emails
- Prepare, file, and maintain documents and records
- Schedule appointments and manage calendars
- Assist with data entry and report preparation
- Order and manage office supplies

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