

MARIO REV G. TARRAYO

Ajman, United Arab Emirates

+971 50 735 0332 | mrev31@gmail.com

LinkedIn: [linkedin.com/in/mario-rev-tarrayo-92195a248](https://www.linkedin.com/in/mario-rev-tarrayo-92195a248)

Visa Status: Visit Visa | Available Immediately | Open to Relocation in UAE

PROFESSIONAL SUMMARY

Customer Service and Technical Support Specialist with over 15 years of experience delivering high-quality customer support across web hosting, telecommunications, travel booking, and escalation environments. Skilled in handling customer inquiries via phone, email, chat, and ticketing systems. Strong background in troubleshooting, customer communication, sales support, and service recovery. Experienced in working with international clients while maintaining professionalism, accuracy, and customer satisfaction.

CORE SKILLS

- Customer Service (Phone, Email, Chat Support)
 - Technical Support & Troubleshooting
 - CRM & Ticketing Systems
 - Escalation Management
 - Sales Support & Upselling
 - Booking & Reservation Management
 - Account & Billing Support
 - Communication & Customer Handling
 - Service Recovery & Conflict Resolution
 - SLA & Quality Compliance
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PROFESSIONAL EXPERIENCE

Customer Service & Technical Support Specialist

Agentrix Information Technology Services (Former iDigital Enterprise)

Aug 2014 – Apr 2026 | Makati, Philippines

- Provided multi-channel customer support via phone, email, live chat, and ticketing systems
- Assisted global customers with inquiries related to accounts, billing, and service usage
- Resolved technical issues involving DNS, email, hosting, and server-related concerns
- Responded to live chat requests ensuring fast, accurate, and customer-friendly support
- Handled escalations and ensured proper follow-through until resolution
- Assisted in recommending suitable service plans based on customer needs
- Processed new orders and supported onboarding of new customers
- Maintained high customer satisfaction through clear communication and service quality

Technical Support Representative (Sales & Escalations)**West Contact Services Inc.****Feb 2013 – May 2014 | Makati, Philippines**

- Handled escalated technical issues related to network and connectivity concerns
- Provided troubleshooting support and assisted customers with service issues
- Performed upselling of services and add-ons, meeting daily sales targets
- Identified customer needs and recommended suitable solutions and upgrades

Customer Service | Sales Representative (Travel & Booking)**Sitel Philippines****Apr 2010 – Mar 2011 | Mandaluyong, Philippines**

- Managed hotel booking modifications, cancellations, and relocation requests
- Assisted customers with reservations using booking and CRM systems
- Recommended hotel options based on budget and customer requirements
- Explained terms and conditions to ensure customer understanding
- Processed end-to-end booking transactions and updates

Technical Support Representative**Teleperformance Philippines****Oct 2009 – Jan 2010 | Mandaluyong, Philippines**

- Provided customer support for internet and mobile services
- Assisted with troubleshooting and account-related concerns
- Ensured accurate documentation and resolution of customer issues

Conversion Agent – Escalation**ScopeWorks Asia, Inc.****May 2007 – Jun 2009 | Makati, Philippines**

- Reviewed and corrected escalated customer data and messages
- Researched company names, locations, and data for accuracy
- Ensured timely and accurate processing of customer information

EDUCATION

Bachelor of Science in Office Administration (Undergraduate)

Polytechnic University of the Philippines

2002-2007

ADDITIONAL INFORMATION

- Strong experience supporting international customers
- Excellent written and verbal communication skills
- Able to work under pressure and high-volume environments
- Flexible with shifts and relocation within UAE