Jeremy Carl Layaoen

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# Professional Summary

Customer Service Representative with a strong background in hospitality, client relations, and support operations, backed by over a year of experience at Teleperformance and three years at McDonald's Philippines. Skilled in processing orders with precision, managing transactions efficiently, and contributing to a culture of service excellence. Experienced in handling hotel bookings, payment processing, complaint resolution, and upselling initiatives. Proficient with CXOne, Hyatt Reserve, McDonald's POS, Microsoft Office, and Google Workspace. Dedicated to ensuring customer satisfaction and creating a positive service environment through professionalism, attention to detail, and a solutions-driven mindset.

# Core Competencies

Customer Support (Voice,Email,Chat) Hotel Reservation Management Upselling and Cross-Selling Strategies

Complaint Resolution and Service Recovery

CRM and Data Management

POS Payment Handling

Effective Communication and Customer Interaction Time Management and Task Prioritization

# Technical Skills

CXOne (Call and Ticket Management) Hyatt Reserve(Hotel Reservation System) McDonald's POS (Advanced Handling)

Microsoft Office Suite (Word, Excel, PowerPoint) GoogleWorkspace(Docs,Sheets,Calendar,Drive)

Basic Knowledge of Sabre (Booking System)

# Professional Experience

Teleperformance

Customer Service Representative- Hotel Reservations Account

August 2023 - November 2024

* Delivered comprehensive support for hotel bookings,payment verifications,and reservation modifications via Hyatt Reserve.
* Upsold premium room categories and promotions, contributing to increased revenue generation.
* Achieved high customer satisfaction scores through effective issue resolution and case management using CXOne.
* Ensured accuracy of reservations and maintained meticulous payment records.

McDonald's Philippines ServiceCrew/TeamMember February 2020 - March 2023

* Provided efficient,friendly service using McDonald's advanced POS system ,handling high transaction volumes daily.
* Assisted with food preparation,customer service,and order fulfillment,ensuring adherence to operational standards.
* Collaborated in team efforts to reduce service times and elevate overall customer satisfaction.

# Education

Bachelor of Science in Hospitality Management Mariano Marcos State University | 2015 - 2019

# Certifications

Sabre Validation Exam Passer(Hotel and Travel Booking System)

NCII Front Office Services Certificate

NCII Housekeeping Certificate

# Additional Strengths

Advanced Voice and Email Communication Hospitality Service Excellence

CRM and Reservation System Expertise