Roanne Xyril Buenaventura

Customer Experience Professional | Aspiring Web Creator

Email: roannexyrilbuenaventura@gmail.com | Portfolio: xybuilds.com | Location: Philippines

SUMMARY

Customer experience professional with 3+ years in customer service and BPO operations, supporting international banking and telecommunications clients. Skilled in account servicing, payment verification, CRM management, and clear, calm communication. Currently learning web development and AI tools, and recently built and launched a personal portfolio website.

EXPERIENCE

Associate, Customer Care Voice

Genpact Philippines (BMO Banking Account) | July 2026 – Present

- Handle voice-based customer care for a major North American banking client.
- Assist with account servicing, transaction support, and payment verification.
- Maintain accurate customer account information.
- Follow company policies and service-level targets.

Customer Service Representative

Alorica Teleservices, Inc. (US Telecommunications Account) | August 2025 – January 2026

- Handled inbound and outbound calls, emails, and live chats.
- Managed CRM data entry, case tracking, and account updates.
- Met accuracy and resolution targets.
- Received the Certificate of Excellence for Most Improved Trainee (September 2025).

Outbound Sales Representative

Divertex Telecommunication Services | May 2025 – August 2025

- Conducted outbound sales calls.
- Maintained contact lists.
- Prepared daily activity reports.

Waiter

Pico De Loro Beach and Country Club, Nasugbu, Batangas | May 2022 – January 2024

- Delivered premium customer service in a high-end resort.
- Resolved guest concerns professionally.
- Worked effectively under pressure.

PROJECTS

Personal Portfolio Website

xybuilds.com | November 2026

- Designed and launched a responsive personal website using AI-assisted development, with light/dark mode and a guided chat assistant.
- Connected GitHub, Vercel, and a Neon database; contact form messages are saved and emailed automatically.

EDUCATION

- **Bachelor's Degree** | Batangas State University – TNEU, Batangas | 2021 – 2026
- **Senior High School, HUMSS Strand** | Pantalan Senior High School, Nasugbu, Batangas | 2019 – 2021

CERTIFICATIONS

- Certificate of Excellence, Most Improved Trainee in PST | Alorica Teleservices | September 2025
- Training Graduate, Learning & Development Program | Alorica Teleservices | August 2025
- Certificate of Completion, Outbound Sales Training | Divertex Telecommunications | June 2025

SKILLS

Professional: Customer Service, Customer Relationship Management (CRM), Inbound and Outbound Support, Account Servicing, Customer Issue Resolution, Payment Verification, Data Entry, Administrative Support

Personal: Communication, Adaptability, Problem-Solving, Attention to Detail, Time Management, Willingness to Learn

Currently learning: Website Development, Website Design, AI Tools, AI-Assisted Workflows, Digital Productivity Tools