

XAVIER DARREL CAUDILLA

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PROFESSIONAL SUMMARY

Dedicated and customer-focused **Customer Service Representative** with over **5 years of experience** supporting telecommunications and web hosting clients. Proven ability to resolve complex technical, billing, and account issues through phone, chat, and email while maintaining high customer satisfaction and retention. Strong troubleshooting skills, excellent communication, and a consistent record of meeting service performance standards.

CORE SKILLS

Customer Support (Phone, Chat, Email)
Technical Troubleshooting (Network, Devices, Hosting)
Billing, Payments & Account Management
Web Hosting & Domain Support
DNS, SSL, Email & Server Basics
Customer Retention & Satisfaction
CRM & Ticketing Systems
Documentation & Data Accuracy
Product & Service Education

PROFESSIONAL EXPERIENCE

Customer Service Representative

Verizon Business — Philippines | On-site

May 2022 – December 2024

- Handled customer inquiries through phone, chat, and email in a high-volume support environment.
- Diagnosed and resolved service, device, and network issues using systematic troubleshooting.

- Assisted customers with billing concerns, payments, plan changes, and account updates.
 - Educated customers on Verizon products, services, and available promotions to improve engagement and retention.
 - Accurately documented customer interactions and resolutions in internal support systems.
 - Consistently maintained high customer satisfaction scores and service quality standards.
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Customer Service Representative

iPage — Philippines | On-site

November 2018 – December 2021

- Supported customers with website hosting setup, migration, and configuration.
 - Troubleshoot hosting-related issues including downtime, DNS errors, domain concerns, email issues, and SSL certificates.
 - Managed and supported servers, control panels, and databases.
 - Handled account management tasks such as billing inquiries, renewals, and plan upgrades.
 - Monitored server performance, uptime, and security concerns to ensure service reliability.
 - Educated clients on hosting features, backups, and industry best practices.
 - Documented support tickets accurately and ensured timely issue resolution.
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ADDITIONAL STRENGTHS

- Strong verbal and written communication skills
- Detail-oriented with excellent problem-solving ability
- Adaptable to fast-paced, metric-driven environments
- Team-oriented with a customer-first mindset