



RHIZA MAE TABERA

CUSTOMER REPRESENTATIVE

✉ rhiza.tabera@gmail.com

☎ +639509764071 or +639660614475

📍 Tacloban City, Philippines

SKILLS

- Risk Reduction & Compliance
- Customer Satisfaction & Support
- Operational Efficiency
- Analytical Reporting
- Cross-Cultural Communication
- Problem-Solving & Adaptability

EDUCATION

BSEd - BIOLOGICAL SCIENCES

Cebu Normal University

2015-2019

Secondary Education

Pardo National High School

2011-2015

Elementary Education

Pardo Extension Elementary School

2004-2011

LANGUAGE

English

Filipino

Cebuano (Bisaya)

Japanese (Nihongo-basic)

Spanish (Basic)

ABOUT ME

Dedicated professional with proven expertise in Credit Support Annex (CSA) operations and customer service representation at Guardian Dental Insurance. Skilled in reducing financial risk, streamlining collateral processes, and ensuring full regulatory compliance, while also delivering exceptional client support that improved satisfaction scores and strengthened policyholder trust. Known for combining technical precision with empathetic communication, driving both operational efficiency and positive customer experiences.

WORK EXPERIENCE

Sykes Asia Inc. (Sitel Group) Jul 2021 – Jan 2022

- Handled member inquiries with accuracy and empathy
- Delivered benefit info to practitioners, ensuring compliance
- Authorized covered treatments, reducing risk and errors

Language Inc. Mar 2021 – Jun 2021

- Boosted student confidence through active participation
- Maximized interaction with structured activities
- Delivered clear, outcome-focused lessons

TOMAS English Training Center Jul 2020 – Mar 2021

- Provided one-on-one support for clarity and satisfaction
- Fostered positive learning, increasing engagement
- Built trust with tailored communication

SMEAG Global Jun 2019 – Sep 2019

- Guided diverse students to strengthen communication skills
- Ensured exam integrity through compliance
- Adapted teaching methods to client needs

REFERENCES

Ella Marrie Kiamko

Synchrony/ Senior Fraud Specialist

Phone: +63953697962

Email: ella.kiamko@gmail.com

Aldritz M. Dagatan

My Mountain Mover / Virtual Assistant

Phone: +639852949340

Email: aldritzdagatan@gmail.com