

Rey Lorenz B. Cabañog

Address: Navotas City, Philippines, 1485

Phone: 0917-767-2769

Email: reylorenzc@gmail.com



WORK EXPERIENCE

Client Associate - Dispatcher

OpenAccessBPO, Ayala Ave. Makati

Dispatcher, Creative Security Company, July 2025 – Present

- Incident Management: Serve as a central point of contact for incident management, coordinating rapid response for security alerts and emergency calls.
- Documentation: Manage incident logs and service tickets, ensuring accurate documentation of field activities and compliance with security protocols.
- Communication Systems: Monitor and manage critical communication channels (phone, and digital systems) to relay information between field officers and management

Order Fulfillment and Support

Sourcefit INC, Eastwood Cyberpark, Q.C | July 2022 - June 2024

- Ticket Resolution: Managed high-volume ticket queues, resolving Level 1 service issues and inquiries efficiently while maintaining a 95% satisfaction rating.
- Data Handling: Retrieve and verify requested data from databases and electronic files to support order fulfillment.
- Productivity: Consistently achieved targets for productivity, quality, and sales through proactive problem-solving.

Chat Representative

Acquire BPO, Ortigas Center, Pasig City

Live Chat Agent, VividSeats | June 2021 - August 2021

- Multi-tasking: Handled up to 8 concurrent chats simultaneously, troubleshooting user inquiries and ensuring service levels were consistently maintained.
- User Support: Provided personalized advice and technical assistance, catering to special needs and preferences.

Customer Service Representative

24-7 Intouch PH, Araneta City Cubao, Q.C

Voice and Chat Agent, Newell Brands (Yankee Candle Customer Care) | January 2020 - April 2021

Phone Agent, Walmart.com Customer Service | November 2019 – January 2020

- Maintained high customer satisfaction through proactive problem-solving and addressing concerns.

EDUCATION

**Bachelor of Science in Computer Engineering,
Technological Institute of The Philippines - Manila,
2018 – 2019; 2023 - Present**

- Elected Communications Officer for TIP Manila Supreme Student Council, 2019-2020
- Received CHED Scholarship grant
- Dean's List for the academic years 2018-2019 (1st and 2nd Semester)
- Worked as a Student Assistant
- Active member of CoESS (Computer Engineering Student Society) and AWS(Amazon Web Services)

**Science, Technology, Engineering, and Mathematics,
Our Lady of Fatima University - Valenzuela Senior
High, 2016-2018**

CERTIFICATIONS

- CCNA: Switching, Routing, and Wireless Essentials Cisco Networking Academy | Issued: December 17, 2025
- Endpoint Security Cisco Networking Academy (TIP Manila) | Issued: October 14, 2025
- Cyber Threat Management Cisco Networking Academy (TIP Manila) | Issued: September 25, 2025
- CCNA: Introduction to Networks Cisco Networking Academy | Issued: August 05, 2025

TECHNICAL SKILLS

- **Networking & Security**
(Cisco Certified) TCP/IP, LAN/WAN, DNS, DHCP, VLANs, IPv4/IPv6, Switch & Router Configuration, Endpoint Protection, Patch Management, Cyber Threat Management.
- **Tech Support & OS**
Windows & MacOS Troubleshooting, Hardware & Software Configuration, VoIP System Support, Basic Network Administration.
- **Incident Management**
Ticket Management (Salesforce/Oracle), Incident Logging & Documentation, Tier 1 Escalation Handling, High-Volume Issue Resolution.
- **Tools & Software**
Oracle, Salesforce, Gmail, MS Office (Word, Excel), Avaya, Digital Communication Systems.