

ZENG XIN CHEUNG

Customer Care Specialist | Technical Support | Client Service Associate

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PROFESSIONAL SUMMARY

Customer-focused support professional with experience in client communication, issue resolution, technical troubleshooting, and service coordination. Skilled in handling customer concerns through email, calls, and direct support while maintaining professionalism, accuracy, and empathy. Strong background in resolving service-related concerns, coordinating follow-ups, documenting issues, and delivering a positive customer experience in fast-paced environments.

CORE SKILLS

- Customer Service and Client Support
- Email and Call Handling
- Issue Resolution and Escalation
- Technical Troubleshooting
- Clear Written and Verbal Communication
- Complaint Handling
- Service Coordination
- Documentation and Reporting
- CRM / Ticket Handling
- Time Management and Multitasking
- Problem Solving
- Microsoft Office / Google Workspace

PROFESSIONAL EXPERIENCE

ZXR's IT Solutions — Lead IT Engineer / Client Support

Region I, Philippines | Apr 2023 – Present

- Handled client concerns, support requests, and service follow-ups across IT, network, and business solutions.
- Communicated with customers regarding project updates, technical issues, timelines, and service resolutions.
- Investigated and resolved connectivity, access, and system-related concerns in a timely manner.
- Explained technical issues clearly to help clients understand solutions and next steps.

Globe Telecommunications, Inc. — Software Engineer (Full-Stack)

Taguig, NCR | Jan 2024 – May 2025

- Supported business applications by resolving defects, troubleshooting issues, and improving system reliability.
- Worked with internal teams to address user-impacting concerns and deliver timely resolutions.
- Maintained clear documentation of issues, fixes, and development updates.

Globe Telecommunications, Inc. — Web Developer

Bonifacio Global City, Taguig | Jun 2023 – Dec 2023

- Developed internal web applications while providing weekly progress updates to stakeholders.
- Served as L3 support for developed applications and handled production issues and enhancements.

Global Quest Consulting Group — Web Developer / PHP Developer

Philippines | Feb 2021 – Jun 2022

- Delivered projects independently from planning through implementation and support.
- Helped maintain databases, improve data quality, and resolve system-related issues.

Freelance Developer — Web / Full-Stack Developer

Remote | Apr 2017 – Apr 2022

- Gathered client requirements and maintained regular communication throughout project execution.
- Resolved complex issues and provided responsive support and follow-up for client concerns.

EDUCATION

Bachelor of Science in Information Technology

Lyceum of the Philippines University – General Trias, Cavite