



SHAIRA MAE ENCISA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Web Management
- Data Entry
- Email Management
- Office Software
- Appointment Setting
- Project Management

TOOLS

- Asana
- Trello
- Slack
- Google Workspace
- Wordpress

PERSONAL PROFILE

An **Customer Service Representative** with experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

TECHNICAL SUPPORT ADVISOR

Concentrix | 2022 - 2023

- Help resolve customer's issues and provide excellent customer service
- Team POC, notifies the team of reminders and announcement
- from Team Leader and files the Team PTO's

ON HOLD PROCESSOR

Shopee Xpress | 2022

- Process returns, canceled and damaged packages and returns it to Sorting Centers.
- Send daily reports to the Main Office
- Handle Walk-In Customers Concerns

EDUCATION HISTORY

Southern Luzon Institute

- Bachelor of Science in Elementary Education - Undergraduate
- President, Supreme Student Government
- Leadership Awardee