



EPRIL JADE CUMAYAS

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Support
- Billing
- Sales
- Billing
- Retention
- Appointment Setting

TOOLS

Microsoft Suite
Google Suite
Ringcentral
Monday.com
HubSpot
Fieldpulse

PERSONAL PROFILE

I am a dedicated professional committed to delivering high-quality service and skilled at adapting to customers' needs to match them with the best solutions.

With over 10 years of experience assisting customers across multiple channels—chat, email, phone, and social media—I bring a strong background in customer support, billing, and sales.

WORK EXPERIENCE

DISPATCHER

[Strix Inc.](#) | 2023 - Present

- Scheduling and dispatching technicians to appropriate locations according to predetermined schedules, customer requests or immediate needs.
- Relaying information such as work orders or other messages to and from technicians

INSIDE SALES AND BILLING REPRESENTATIVE

[Shinevision Enterprises, Inc](#) | 2022 – 2023

- Arrange appointments with prospect clients and the sales team
- Does any necessary administrative work including filing reports or presenting sales team

CUSTOMER SERVICE ADVISOR

[Concentrix Philippines](#) | 2021

- Collaborate with management teams to stay updated on new products, services, and policies
- Record customer information within our customer service database.
- Engage with clients in a friendly and professional manner while actively listening to their concerns.
- Offer support and solutions to customers in accordance with the company's customerservice policies.

CUSTOMER SERVICE ASSOCIATE

iQor Philippines | 2020 - 2021

- Assist customers with inquiries related to a company's products and services
- Maintain adequate company and product knowledge to provide proficient service.

ORDER PLACER

CNM BPO Solutions, Inc., | 2018 - 2020

- Maintain productivity at defined proficiency levels in compliance with account/department required by the client and per policy and procedure.
- Demonstrate a desire and initiative to continue learning new and relevant technical information as products evolve.

CUSTOMER SERVICE REPRESENTATIVE

Awesome OS | 2013 - 2017

- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.

CUSTOMER SERVICE REPRESENTATIVE

Sutherland Global Enterprises | 2012 - 2013

- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.
- Attracts potential customers by answering product and service questions; suggesting information about other products and services.

EDUCATION HISTORY

Philippine Normal University

- Bachelor of Science in Secondary Education, 2012