



JONA VALMORIA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Effective Communication
- Problem-Solving
- CRM Systems
- Time Management
- Strong Critical Thinking
- Product Knowledge
- High Adaptability

TOOLS

- Zendesk
- Click-up
- Dialer
- Microsoft Suite
- Google Workspace
- Dropbox
- Salesforce

PERSONAL PROFILE

Customer Service Representative experienced in providing exceptional customer support, resolving inquiries, and ensuring customer satisfaction. Proficient in utilizing CRM systems to manage interactions and maintain accurate records. Skilled in problem-solving, effective communication, and delivering solutions to enhance customer experience.

WORK EXPERIENCE

VIRTUAL ASSISTANT

Boompay

- Customer Support
- Data entry
- Chat Support
- Email Support

HVAC CONTRACTOR)

Strix Inc

- Dispatcher
- Data entry
- Scheduler
- Trainer
- CRM Management
- Email support
- Organizing confidential files
- Other administrative tasks

TIER 2 TECHNICAL SUPPORT REPRESENTATIVE

SYKES ASIA INC. | Google-Nest (Technical)

- Handle escalated cases from Tier 1 and provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Maintain diplomacy and tact when dealing with upset or escalated calls.
- Clearly set out response times for the individual steps in the management of complaints.
- To be responsible for investigation, resolution and reporting of all related complaints.
- Respond positively to any new feedback that is re-brought into practice making sure they easily become part of the customer experience service delivery.
- Escalate customer complaints and/or calls through the appropriate channel to management.
- Decide on when to provide exceptions for special cases.

WORK EXPERIENCE

SUBJECT-MATTER EXPERT (SME)

Google-Nest

- Help support all new hires regarding the products, processes, and technical troubleshooting.
- Understand all programs, systems, and procedures necessary to perform a job effectively.
- Provide recommendations for procedural improvements.
- Provide expert sessions.
- Create a report for agent opportunities when handling DSAT calls.
- Provide real time support.

TIER 1 TECHNICAL SUPPORT REPRESENTATIVE

Google-Nest | April 2019 - January 2020

- Provide solutions, recommendations, and replacements using an empathetic approach and demeanor.
- Addresses concerns quickly to avoid lasting issues.
- Escalate customer complaints and/or calls through the appropriate channel to management.
- Completed all assigned tasks before end shift.

TIER 1 TECHNICAL SUPPORT REPRESENTATIVE

Google-Nest | April 2019 - January 2020

- Provide solutions, recommendations, and replacements using an empathetic approach and demeanor.
- Addresses concerns quickly to avoid lasting issues.
- Escalate customer complaints and/or calls through the appropriate channel to management.
- Completed all assigned tasks before end shift.

TIER 2 CUSTOMER SERVICE MANAGER

TRANSCOM WORLDWIDE PHILIPPINES | January 2017- April 2019

- Handle complaints by calling customers, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Respond positively to any new feedback that is brought into practice making sure they easily become part of the customer experience service delivery.
- To act as an ambassador of assert, behave in a professional and courteous manner at all times.
- Escalate all unresolved issues to the onshore CEO Team appropriately.
- To be responsible for investigation, resolution and reporting of all related complaints.

TIER 1 CUSTOMER SERVICE REPRESENTATIVE

TRANSCOM WORLDWIDE PHILIPPINES | June 2016- January 2017

- Resolving issues with customers in billing issues.
- Explained customer's account and subscribed products.
- Verified and updated customer information, responds to queries and resolves issues.
- Provide prompt resolution to customer inquiries by providing appropriate and accurate information using the highest quality customer service standards.

EDUCATION HISTORY

Northwestern Mindanao State College of Science and Technology

Bachelor's/College Degree in Secondary Education

Major in Mathematics