



# JAO JERALD LICUANAN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Expert in Inbound and Outbound calls, Chat and Email support.
- Experience in Leadership and Team Management
- Skilled at managing multiple tasks under pressure
- Proficient in using MS Office, MS Outlook, One drive, Google Suite
- Knowledge in Shopify Product Research & listing, and Content writing
- Customer service experience over 9 years

## TOOLS

Microsoft Office  
 Microsoft Excel  
 Meta Business Suite  
 Salesforce  
 Canva  
 Google Workspace  
 Hubspot  
 LinkedIn  
 Slack

## PERSONAL PROFILE

Experienced and goal-oriented professional with over nine (9) years of outstanding performance in customer service. The knowledge and experience I gained from my previous jobs helped me implement effective strategies to sustain customer loyalty. My broad experience helps me deliver friendly and professional customer service, developing positive interactions and a supportive work environment.

## WORK EXPERIENCE

### RETENTION SPECIALIST(SME)

[Quantrics Enterprises Inc.](#) | 2020 - 2024

- Apply friendly and professional customer service interactions to improve customer loyalty.
- Experienced team management to improve operations efficiency and customer satisfaction.
- Expert in providing technical support for technical concerns.

### CUSTOMER SERVICE (VOICE AND NON-VOICE REPRESENTATIVE)

[24-7 Intouch Company](#) | 2018 - 2020

- Efficient in responding to multiple customers by chat and email while providing the best solution possible.
- Promoted in doing inbound and outbound calls.
- Identifying the main concern to provide the best solution.s.

### SALES REPRESENTATIVE / ADMIN ASSISTANT

[KPC Healthcare Diagnostics](#) | 2015-2017

- Knowledgeable in identifying laboratory needs and providing solutions by the use of our medical products and equipment.
- Responds via e-mail or phone call regarding product inquiries, technical issues, and concerns.
- Social media account management.

## EDUCATION HISTORY

[Pamantasan ng Lungsod ng Marikina \(PLMAR\)](#)

- Bachelor of Science in Business Administration
- Bachelor of Science in Information Technology