



# ALJON SAMARITA

Account Manager

## About Me

Dynamic and results-oriented professional with almost 10 years of experience in the BPO sector, specializing in operations management, team leadership, and client relationship management.

Committed to fostering a collaborative work environment that prioritizes both employee engagement and client success

## Education

University of the Philippines Los Banos  
BS Agribusiness Management  
2010

## Skills

- Management Skills
- Negotiation
- Critical Thinking
- Leadership
- Client Relationship Management
- Performance Management
- Data Analysis

## Experience

### Account Manager

2023 – Present

#### Helpsquad

- Engage with clients to ensure their accounts are managed effectively
- Facilitate clear communication among team members to ensure everyone understands the specifics of each client
- Conduct monthly check-ins with clients and monitor agent performance to ensure key performance indicators (KPIs) are consistently met

### Ecommerce Manager

2021-2023

#### Ebay

- Answer emails (phone calls when needed) to provide exceptional customer
- Order office supplies and equipment; maintains service contracts.
- Solve problems associated with vendors regarding shipments, billing, and statements.
- Receive and audit invoices for accuracy and compliance and ensures prompt payment
- Handle administrative tasks.

### Supervisor

2018-2021

#### Teletech -- Amazon

- Developed and actualized customer service initiatives to decrease wait times
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Committed to balancing company goals while helping all customers find satisfactory solutions.

### Customer Service Agent

2015--2018

#### Teletech -- Amazon

- Deliver high-quality customer service via email support platform ensuring top level service to continue corporate growth.
- Utilize sound judgment to deliver effective solutions in customer service.

## CRM/ Tools

- Amazon Connect
- Salesforce
- Zendesk
- LiveHelp Now
- Five9
- Unbabel
- Clickup