

## Contact

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(LinkedIn)

## Top Skills

Spreadsheets  
Shopify  
Zendesk

## Certifications

Google Ads Search Certification  
Ultimate Microsoft Office: Excel,  
Word, PowerPoint & Access

# Jc Jeacanie Llido

Experienced Customer Service VA and Escalation Specialist:  
Resolving Complex Issues and Providing Exceptional Support to  
Customers.

Cainta, Calabarzon, Philippines

## Summary

Experienced Customer Service VA with a strong track record in handling English and German stores, as well as expertise in customer service, escalation handling, back office HR, and billing. Highly skilled in managing complex customer inquiries and issues, and providing timely and effective solutions to ensure customer satisfaction. Adept at working in a fast-paced environment and collaborating with cross-functional teams to deliver top-notch service. Proven ability to leverage a variety of tools and techniques to streamline workflows and optimize service delivery.

I am also interested in Web Development and Data Analysis

Check out my GitHub profile and personal projects

<https://github.com/Imamouse>

<https://imamouse-salesdashboard-dashboard-j2tnvz.streamlit.app/>

<https://github.com/Imamouse/Group-Sales-Dashboard>

<https://github.com/Imamouse/Project-Management-Dashboard>

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## Experience

Non-disclosure agreement

E-Commerce Customer Service Representative | VA

January 2023 - Present (4 months)

Netherlands

Skilled Customer Service VA with expertise in handling German and English stores, managing refunds, and coordinating supplier issues. Proficient in providing exceptional customer support, resolving complex inquiries, and ensuring timely and effective solutions. Adept at navigating challenging situations with tact and diplomacy, and collaborating with cross-functional teams to optimize service delivery. With a strong attention to detail and a customer-centric focus, I am committed to providing the highest level of service to customers and ensuring their satisfaction.

inspiro

Escalations Specialist

December 2020 - January 2023 (2 years 2 months)

Philippines

As an experienced escalations specialist, I have a proven track record of successfully resolving complex customer issues and ensuring a positive experience for all parties involved. With strong communication and problem-solving skills, I am able to effectively navigate challenging situations and find mutually beneficial solutions. I am highly organized and detail-oriented, and I have a deep understanding of customer service best practices. I am confident in my ability to handle escalated issues with tact and professionalism, and I am dedicated to delivering exceptional results for my clients."

This summary highlights the key skills and experiences that are important for an escalations specialist, including strong communication and problem-solving skills, the ability to handle complex situations, and a commitment to customer service excellence. It also mentions relevant experiences and achievements, such as a track record of successfully resolving customer issues.

Concentrix

Digital Assistance Center Specialist

September 2020 - November 2020 (3 months)

Philippines

As a customer-focused digital assistance center specialist, I have a passion for helping others and a strong track record of providing exceptional service. With extensive experience in technical support and troubleshooting, I am able to quickly and accurately resolve customer issues and ensure a seamless experience. I am a skilled communicator and able to effectively explain technical concepts to non-technical audiences. I am also highly organized and able to handle multiple tasks and priorities simultaneously. I am excited to bring my skills and experience to a dynamic digital assistance center team and help drive customer satisfaction and success.

Transcom

Customer Service Representative | Human Resource Service Center

January 2019 - August 2020 (1 year 8 months)

National Capital Region, Philippines

•Customer Service Representative and Billing- Voice and Live Chat:

As a customer service representative with experience in voice support, billing, and handling multiple chat channels, I am skilled at providing exceptional

service and resolving customer inquiries and issues in a timely and efficient manner. With strong communication and problem-solving skills, I am able to effectively navigate complex situations and find mutually beneficial solutions. I am highly organized and able to efficiently manage multiple tasks and priorities, including handling voice and chat channels simultaneously. I am passionate about building long-term relationships with customers and contributing to the success of a customer service team.

•Human Resource Service Center- Back Office :

As a human resource service center back office specialist, I am skilled at providing support and guidance to HR professionals and employees. With extensive experience in HR processes and procedures, I am able to accurately and efficiently handle a wide range of tasks, including employee onboarding, benefits administration, and payroll. I am a strong communicator and able to effectively explain HR policies and procedures to employees. I am also highly organized and able to manage multiple tasks and priorities simultaneously. I am dedicated to delivering exceptional service and contributing to the success of the HR team.

•Customer Service Representative in Tracking and Shipping- Voice and Email:

Experienced customer service representative with a strong track record of providing exceptional support to customers in the tracking and shipping industry. Skilled in handling both voice and email inquiries, with a focus on accurately tracking orders and shipments and providing timely resolutions to customer issues and concerns. Strong communication skills, ability to work well under pressure, and exceptional problem-solving abilities.

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## Education

### ACLC College

Associate's degree, Information Technology · (October 2018)

### Philippine Maritime Institute Bohol

Bachelor's degree, Marine Engineering · (October 2015)