

# MARION JUSTINE CORDERO

## FREELANCER

"Hi, I'm Justine Cordero — a Bachelor of Science in Information Technology student at Philippine Women's College of Davao. With 3+ years in Customer/Technical Support, I specialize in Zendesk and Shopify. Let's elevate your customer experience together."

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### SKILLS

- Technical Support Representative
- Customer Support Representative
- Appointment Setter
- Data Entry
- General Virtual Assistant

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### EDUCATION

#### COMMUNICATIONS INTERN

Bachelor of Science in Information Technology  
Philippine Women's College of Davao - 2020

#### SOCIAL MEDIA PRODUCER

TVL - ICT Major in Programing  
AMA Computer College of Davao - 2018

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### EXPERIENCE

#### CUSTOMER SUPPORT REPRESENTATIVE

Awesome OS - Ipsy

- Provided exceptional customer support on various social media platforms (Instagram, Facebook, Twitter) and email.
- Resolved customer inquiries regarding beauty products, including shipping times, refunds, disputes, replacements, and general product information.
- Utilized strong communication skills to effectively answer questions and address concerns in a timely and professional manner.

#### TECHNICAL SUPPORT REPRESENTATIVE

Alorica - T-Mobile

- Provided comprehensive technical support to customers via phone for internet and billing inquiries.
- Troubleshooted internet connectivity issues for various devices (TVs, phones, laptops, printers, CCTVs, Roombas, etc.) and Internet of Things (IoT) devices.
- Guided customers through technical procedures for device setup, operation, and maintenance.

#### TECHNICAL SUPPORT REPRESENTATIVE

Concentrix - ATT Cricket Wireless

- Provided comprehensive technical support to customers via phone for internet and billing inquiries.
- Troubleshooted internet connectivity issues for various devices (TVs, phones, laptops, printers, CCTVs, Roombas, etc.) and Internet of Things (IoT) devices.
- Guided customers through technical procedures for device setup, operation, and maintenance.

#### CUSTOMER SERVICE REPRESENTATIVE

VXI - PayPal

- Provided exceptional customer support via email, live chat, and phone.
- Resolved customer inquiries and concerns regarding PayPal accounts and transactions.
- Acted as a Team Support member, potentially assisting colleagues and ensuring efficient problem-solving.

### FREELANCING

TalentPop - Shopify

- Provided exceptional customer support on various social media platforms (Instagram, Facebook, Twitter) and email.
- Resolved customer inquiries regarding beauty products, including shipping times, refunds, disputes, replacements, and general product information.
- Utilized strong communication skills to effectively answer questions and address concerns in a timely and professional manner.

OceanClick - Appointment Setter Real Estate

- Proactively sourced leads for clients by researching and identifying potential customers on real estate websites.
- Utilized effective communication strategies to acquire contact information (emails and phone numbers) from decision-makers (secretaries).
- Scheduled appointments using various video conferencing platforms (Zoom, Discord, MS Teams, Skype) based on client preference.
- Maintained clear communication with supervisors to ensure timely reporting and completion of tasks.

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### CONTACT

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