

Angela Santos

Email Support Specialist

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<https://linkedin.com/in/angelasantos-support>

PROFESSIONAL SUMMARY

Skilled email support specialist with 3 years of experience in written customer communication and ticket management. Exceptional writing skills with attention to grammar, tone, and professionalism. Proven ability to handle high volumes of email tickets while maintaining quality and meeting SLA requirements. Strong multi-tasking abilities and organizational skills.

WORK EXPERIENCE

Email Support Specialist

EmailPro Support Services, Cebu City, Philippines (Remote) | October 2021 - Present

Providing email support for e-learning platform users

Key Responsibilities:

- Respond to 80-100 customer emails daily within 4-hour SLA
- Troubleshoot account access, billing, and technical issues via email
- Maintain professional and empathetic tone in all customer communications
- Use canned responses effectively while personalizing each interaction
- Escalate complex issues to appropriate teams
- Track and categorize all inquiries in Zendesk

Key Achievements:

- Maintained 96% customer satisfaction score for email interactions
- Achieved 98% SLA compliance rate in 2023
- Created 30+ email templates adopted by team
- Recognized for 'Best Email Quality' 3 quarters in a row

Email Support Representative

CustomerCare Solutions, Cebu City, Philippines | March 2020 - September 2021

Email support for retail e-commerce clients

Key Responsibilities:

- Handled customer inquiries about orders, shipping, and returns via email
- Processed refund and exchange requests following company guidelines
- Maintained organized inbox and prioritized urgent requests

- Collaborated with warehouse and logistics teams

Key Achievements:

- Maintained 95% quality score for written communication
- Employee of the Month - August 2021

EDUCATION

Bachelor of Arts in English Literature

University of San Carlos | June 2014 - April 2018 | 3.3 GPA

Focus on professional writing and communication

SKILLS

Core Competency: Email Support (Expert), Written Communication (Expert), Ticket Management (Advanced)

Software: Zendesk (Advanced)

Soft Skill: Multi-tasking (Expert)

ADDITIONAL INFORMATION

Status: Actively seeking opportunities

Preferred Work Setup: Remote

Preferred Shift: Mid

Expected Salary: PHP 23,000 - 30,000