

# Angela Santos

Email Support Specialist

angela.santos@testbpo.com | +639231234573 | Cebu City, Cebu

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

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## 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

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**Bachelor of Arts in English Literature**

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

Focus on professional writing and communication

## SKILLS

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

**Software:** Zendesk (Advanced)

**Soft Skill:** Multi-tasking (Expert)

## ADDITIONAL INFORMATION

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**Status:** Actively seeking opportunities

**Preferred Work Setup:** Remote

**Preferred Shift:** Mid

**Expected Salary:** PHP 23,000 - 30,000