

Robert Johnson

Chat Support Agent

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PROFESSIONAL SUMMARY

Experienced chat support agent with 5 years of expertise in live chat customer service. Skilled at managing multiple concurrent conversations while maintaining high quality and customer satisfaction. Fast typist with excellent problem-solving abilities and product knowledge. Known for empathetic communication style and ability to de-escalate tense situations.

WORK EXPERIENCE

Senior Chat Support Agent

LiveChat Global Solutions, Davao City, Philippines (Remote) | November 2020 - Present

Live chat support for SaaS subscription service

Key Responsibilities:

- Handle 4-6 concurrent chat conversations simultaneously
- Provide technical and billing support to customers in real-time
- Maintain average response time under 30 seconds
- Achieve first contact resolution rate of 85% or higher
- Use knowledge base and internal tools to provide accurate information
- Document all chat interactions in CRM system

Key Achievements:

- Consistently handle 60+ chats per day while maintaining 95% CSAT
- Achieved fastest average response time on team (18 seconds)
- Created 25+ knowledge base articles for common issues
- Promoted to Senior Chat Agent within 2 years
- Winner of 'Chat Agent of the Year' 2023

Chat Support Representative

ChatFirst BPO, Davao City, Philippines | January 2019 - October 2020

Chat support for e-commerce and retail clients

Key Responsibilities:

- Assisted customers with product inquiries, order status, and returns via chat
- Managed 3-4 concurrent chats while maintaining quality standards

- Escalated complex issues to supervisors when needed
- Met daily chat and resolution targets

Key Achievements:

- Maintained 93% customer satisfaction score
- Completed advanced chat training program

EDUCATION

Bachelor of Science in Computer Science

University of Mindanao | June 2010 - April 2014 | 3.2 GPA

Foundation in technology and problem-solving

SKILLS

Core Competency: Live Chat Support (Expert)

Soft Skill: Multi-tasking (Expert), Empathy (Expert)

Technical: Typing Speed (Expert)

Software: LiveChat Software (Advanced)

ADDITIONAL INFORMATION

Status: Employed but open to opportunities

Preferred Work Setup: Remote

Preferred Shift: Graveyard

Expected Salary: PHP 28,000 - 38,000