



# JHONDIE C. UNABIA

Customer Service Associate

## CONTACT

Customer Service Associate  
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## PROFESSIONAL PROFILE

Detail-oriented and highly adaptable professional with over 5 years of combined experience in customer service, technical support, executive assistance, and virtual property management. Skilled in handling customer inquiries, resolving technical and billing issues, supporting executive operations, and managing property-related requests. Adept at multi-tasking, strategic problem-solving, and providing excellent service in fast-paced environments. Committed to delivering efficient solutions and maintaining high client satisfaction standards.

## SKILLS

- Customer Service & Communication
- Technical Support & Troubleshooting
- Virtual Assistance
- Executive & Administrative Support
- Billing & Refund Processing
- Strategic Thinking
- Data Entry

## EDUCATION

University of the Visayas

-Bachelor of Science in Civil Engineering – Level I | 2018

Gelacio C. Babao Sr. MNHS

-High School Graduate with Honors | Carcar City, Cebu | SY 2013–2014

## EXPERIENCE

### Virtual Assistant – Property Management

February 2024 – February 2025

- Responded to tenant inquiries via email and chat
- Processed customer requests including maintenance, billing, and account updates
- Handled refunds and dispute resolutions efficiently

### Executive Assistant

December 2022 – December 2023

- Reported directly to the CEO, managing calendars, emails, and confidential documents
- Drafted internal communications and business proposals
- Supported planning, scheduling, and coordination of key meetings and projects

### CSR/Technical Support Representative - Concentrix

June 2018 – April 2020

- Delivered multi-channel technical and customer support for telecom clients
- Resolved issues related to billing, devices, and connectivity
- Consistently met performance and customer satisfaction goals

### CSR/Technical Support Representative - Qualfon PH

October 2016 – February 2018

- Assisted customers with account setup, technical issues, and service troubleshooting
- Maintained high call quality and resolution rate