

CHARLENE ABRANILLA

CUSTOMER AND TECHNICAL SUPPORT SPECIALIST

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PROFILE

Detail-oriented, organized and meticulous professional. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

EXPERIENCES

July 2022- SEpt 2024

Team Lead/Customer Service

Freelancing Website Hosting Company

- Utilize Intercom to promptly respond to customer queries and issues, ensuring high customer satisfaction and retention.
- Providing customized CSS codes to customers seeking website customization, enhancing their online presence and branding.
- Manage billing-related tasks such as processing refunds, adjusting credit balances, and handling plan cancellations through Stripe.
- Address billing inquiries and concerns, resolving issues to maintain positive customer relationships.
- Due to proven track of record, have been promoted as Team Leader after a year.
- Conducted coaching sessions with team members to identify areas for improvement and create actionable plans for growth.
- Facilitated training sessions to enhance team members' understanding of product processes, resulting in improved efficiency and productivity.
- Managing forums and Discord for customer assistance.
- Collaborating with management to provide suggestions and feedback for product growth requires a strategic approach.

May 2019-
September 2022

Telus International Philippines

Technical Support Representative

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Provided guides to users on using Wix platform (Ex. Web designing, domain connection, email configuration, SEO basics, Billings, Wix Stores etc.)
- Translated complex technical issues into digestible language for non-technical users.
- Conducted research, gathered information from multiple resources and presented results.
- Recognized as a top performer multiple times for meeting required KPI's.
- Promoted as Tier 2 and SME for exemplary performance and exceeding expectations when it comes to product knowledge, following SOP's and CSAT's.

April 2018-May 2019

Visaya Knowledge Process Outsourcing

Chat and Email Technical Support Specialist

- Remedied issues quickly and within parameters of company-mandated policies and procedures.
- Delivered prompt service to prioritize customer needs.
- Worked closely with each customer to carefully resolve issues within timely fashion.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs using Zendesk.
- Forwarding defect product to JIRA tickets to provide product replacement.

KEY SKILLS AND CHARACTERISTICS

- **Intercom:** Proficient in providing prompt assistance and support to customers via Intercom messaging platform.
- **CSS Customization:** Skilled in offering CSS codes and solutions to customize websites according to customer preferences.
- **Stripe:** Experienced in processing refunds, adjusting credit balances, and managing billing issues using Stripe payment platform.
- **Zendesk:** Familiarity with using Zendesk for customer support and issue resolution.
- **Wix Platform:** Proficient in guiding users on various aspects of the Wix platform, including web designing, domain connection, email configuration, SEO basics, and billing.
- **Notion:** Knowledgeable on creating site, blogs and databases.
- **MS Office:** Adept at crafting polished and well-organized documents. Have expertise to utilize a wide range of formatting tools. skilled at creating dynamic and structured spreadsheets that facilitate efficient data entry and manipulation
- **Coaching and Training:** Adept at coaching team members for personal and professional development, as well as conducting training sessions to enhance product knowledge and process understanding.
- **Customer Service:** Strong dedication to delivering excellent service, prioritizing customer needs, and building positive relationships.
- **Problem-Solving:** Skilled in translating complex technical problems into simple terms and offering tailored solutions to meet user requirements.
- **Research and Analysis:** Capable of conducting in-depth research and gathering information to address customer inquiries comprehensively.