

CHRISJANE JOY PATRICIO

Customer Service Representative



CONTACT



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EDUCATION

University

2021-2025

B.S. in Computer Science

AWARDS & CERTIFICATIONS

- Top Quality Assurance Agent
- Top Customer Service Satisfaction

SKILLS

- Communication Skills
- Time Management
- Multi-Tasking
- Problem Solver
- Critical Thinker
- Flexibility Adaptability

PROFILE

5 years of experience in providing customer help to high quality in the e-commerce industry. Proven specialization in handling inquiries, loose complaints and providing accurate product information through chat and e-post channels. Performed strength to ensure problem solving, time management and customers' satisfaction. Completed to improve the general online shopping experience to provide effective, friendly and personal support.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Telus International Philippines

April 2023 - May 2025

- Assist customers in placing orders, track refunds and payments.
- Promoted as an online coach where we are the assistance of tier 1 agents asking further assistance for customers.
- Promoted as an Support Management Expertise.

CUSTOMER SERVICE REPRESENTATIVE

Inspiro Relia Inc.

April 2020 - December 2022

- Handle both buyer and seller concerns regarding logistics status, payments, refunds, and related concerns about the product.
- Also promoted to tier 2 agent handling supervisor chats and emails.