

# JAILA FLORES

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<https://jailaflores.netlify.app>

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## SUMMARY

A motivated and optimistic individual who learns quickly and communicates well. Committed to providing excellent service and creating positive experiences, guided by integrity, empathy, and a strong sense of responsibility.

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## WORK EXPERIENCE

### Senior Customer Support Specialist - Concentrix PH May 2020 - Present

- Resolved 60+ live chat inquiries daily with a high satisfaction score.
- Assist new team members in achieving full productivity.
- Delivered real-time support for virtual transactions, billing, troubleshootings, and account access.

### User Safety Monitoring Team - Concentrix PH July 2019 - May 2020

- Monitored content and interactions to ensure platform safety and community standards.

### Graphic Artist (On the Job Training) - Verto Network Solutions November 2018 - February 2019

- Worked as part of a creative team to design customized jewelry that met clients' specific requirements.
  - Used Laser Making and Engraving software to produce detailed and personalized jewelry pieces.
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## EDUCATION

**Bachelor of Science in Computer Science** S.Y. 2015 - 2019  
• Tomas Claudio Colleges

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## CERTIFICATION

**Virtual Assistant Certification (Online training)** Year 2021  
• VA Online Educational Consultancy Services

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## KEY SKILLS

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| • Technical support.                       | • Problem solving.                     |
| • Sales strategies.                        | • Customer service.                    |
| • Data processing.                         | • Attention to details.                |
| • Written and verbal communication skills. | • Virtual Assistant                    |
| • CRM Tools (Freshdesk, Salesforce).       | • Canva-based Digital Product Creation |