

JAILA FLORES

jailayunzalflores@gmail.com | +639366411750 | Morong Rizal, Philippines 1960
<https://jailaflores.netlify.app/>

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.

WORK EXPERIENCE

Senior Customer Support Specialist

May 2020 - Present

- Resolved 60+ live chat inquiries daily with a 95%+ 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

July 2019 - May 2020

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

Graphic Artist (On the Job Training)

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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KEY SKILLS

- Technical support.
- Sales strategies.
- Data processing.
- Written and verbal communication skills
- CRM Tools (Freshdesk, Salesforce).
- Problem solving.
- Customer service.
- Attention to details.