

JAILA FLORES

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<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

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| Senior Customer Support Specialist | May 2020 - Present |
| <ul style="list-style-type: none">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 |
| <ul style="list-style-type: none">Monitored content and interactions to ensure platform safety and community standards. | |
| Graphic Artist (On the Job Training) | November 2018 - February 2019 |
| <ul style="list-style-type: none">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

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| Bachelor of Science in Computer Science | S.Y. 2016 - 2019 |
| <ul style="list-style-type: none">Tomas Claudio Colleges | |
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KEY SKILLS

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| <ul style="list-style-type: none">Technical support.Sales strategies.Data processing.Written and verbal communication skillsCRM Tools (Freshdesk, Salesforce). | <ul style="list-style-type: none">Problem solving.Customer service.Attention to details. |
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