

# JOSUA ROMANO

Customer Service Specialist | Virtual Assistant | Multichannel Support Expert

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## PROFESSIONAL SUMMARY

Dynamic Customer Service Representative with 4 years of experience in call center and e-commerce support. Proven track record in resolving complex customer issues, handling high call and chat volumes, and delivering outstanding service across inbound, outbound, email, and live chat channels. Skilled in complaint resolution, account management, and order processing, with strong expertise in upselling and cross-selling to boost revenue. Adept at adapting quickly to new tools, maintaining compliance with KPIs, and building positive customer relationships that drive retention and satisfaction.

## PROFESSIONAL EXPERIENCE

14/02/2018 –  
21/05/2020  
Legazpi

### Sutherland Global Services (Lazada E-commerce) Customer Service Representative – Chat/Email/Outbound Call

- Delivered multi-channel support (chat, email, outbound calls) for sellers and customers on a leading e-commerce platform.
- Assisted sellers with order management, voucher creation, and promotional campaigns, improving seller engagement and campaign success.
- Resolved complex issues related to deliveries, shipping fees, and promotions, ensuring timely and accurate resolutions.
- Maintained updated product and process knowledge to provide accurate guidance and reduce repeat inquiries.
- Consistently met KPIs for resolution rate, customer satisfaction, and service-level agreements.

13/10/2014 –  
17/02/2017  
Quezon City

### TeleTech Customer Service Representative – Inbound Calls

- Handled high-volume inbound calls regarding billing, promotions, product upgrades, and technical service concerns.
- Delivered first-contact resolutions, reducing customer complaints and improving satisfaction scores.
- Identified customer needs and provided tailored solutions, resulting in stronger customer loyalty.
- Promoted value-added services through upselling and cross-selling, contributing to increased team revenue.
- Consistently achieved performance metrics for call quality, compliance, and customer experience.

## EDUCATION:

2005 – 2010  
LIGAO CITY

BACHELOR OF SECONDARY EDUCATION  
LIGAO COMMUNITY COLLEGE

## CORE SKILLS:

**Customer Support**  
(Inbound/Outbound/Chat/Email)

**CRM & Ticketing Systems**  
(Zendesk, Salesforce, Freshdesk)

**First Call Resolution (FCR) & Escalation Management**

**Order Processing & Account Management**

**Service-Level Agreement (SLA) Adherence**

**Communication & Active Listening**

**Time Management & Multitasking**

**Data Entry & File Management**  
(Google Workspace, MS Office)

**Remote Collaboration Tools**  
(Zoom, Teams, Slack)

**Multichannel Support**  
(Chat, Email, Phone)

## KEY STRENGTHS

**Goal-Oriented and Results-Driven**

**Proactive and Adaptable in Fast-Paced Environments**

**Strong Interpersonal and Collaboration Skills**

**Attention to Detail and Accuracy**