



## Contact

### Phone

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### Email

jordanemiavalenzuela@gmail.com

### Address

E-Homes 1 - Antero Virata, Calzada,  
Taguig, Metro Manila

## Education

2009 - 2018

Center for Broadcasting and Digital Arts (CBDA)

University Of Makati

## Expertise

- Verbal and Written Communication Skills
- Creative Problem Solving | Critical Thinking
- Creativity
- Attention to Detail
- Leadership
- Team Player
- Time Management
- Blended Support
- Data Analysis | Data Entry
- Project Management
- Research
- Presenting
- Photography | Videography
- Photo | Video Editing
- Web Design
- UI/UX

## Reference

### Anne Ramos

Insight Timer | Teacher Support Lead

Phone: 09178960583

### Remegios Villas Jr.

Dropshipforsale | Operations Manager

Phone: 094557337830

# Jordan Valenzuela

Customer and Technical Support | Web Designer  
| Photographer | Videographer

## Experience

### Dropshipforsale

Sept. 22, 2022 – April 16, 2024

#### Customer | Technical Support

- **Customer Support:** Handle English-language inquiries related to customer orders and subscription details, ensuring clear and accurate communication.
- **Customization Requests:** Receive and forward website customization requests from customers to our builders, facilitating smooth execution.
- **Data Entry:** Accurately input and maintain critical customer and order information in our system, ensuring data integrity.
- **Resource Research:** Investigate relevant resources to address customer concerns and inquiries effectively.
- **Technical Troubleshooting:** Provide solutions for technical issues and answer related questions to ensure customer satisfaction.
- **Team Communication:** Collaborate effectively with the Support and Management teams to ensure seamless operations.
- **Onboarding and Transfers:** Ensure that onboarding and transfer processes are up-to-date and efficient.
- **Project Management:** Develop and manage FAQ documents using Odoo, contributing to improved customer support resources.

### Insight Timer

Sept. 20, 2021 – Aug. 31, 2022

#### Customer | Technical Support

- **Provide Support:** Assist meditators and teachers with maximizing their use of Insight Timer, including addressing inquiries related to general settings, payments, donations, profile setup, and new features.
- **Technical Troubleshooting:** Resolve technical issues efficiently, offering solutions to ensure users have a smooth experience with the app.
- **Effective Communication:** Collaborate with the Support team and key internal stakeholders to ensure seamless information exchange and resolution of user concerns.
- **Ticket Management:** Oversee ticket workflows, ensuring accurate capture of user information and timely resolution of issues.
- **Platform Monitoring:** Review and approve/disapprove user profiles and profile images as per platform standards. Monitor groups and discussions to maintain user safety and compliance.
- **Data Management:** Conduct thorough data analysis and ensure precise data entry and documentation.
- **Resource Research:** Investigate and recommend resources or solutions to address business owner queries and challenges.
- **Issue Coordination:** Report bugs and major issues to developers, and communicate updates and workarounds to customers effectively.

### TaskUs

Jan. 25, 2018 – Sept. 24, 2021

#### Shopify Merchant Support (Core & Plus)

- **Merchant Support:** Address Shopify merchants' inquiries and concerns related to platform functionality, including general settings, navigation, billing and payments, shipping and taxes, themes, and apps. Provide virtual assistance to help merchants familiarize themselves with platform features.
- **Technical Troubleshooting:** Offer solutions for resolving technical issues to ensure a smooth user experience.
- **Research and Recommendations:** Assist merchants in researching and identifying tools, plugins, and resources that best meet their business needs and address their concerns.
- **Data Management:** Perform comprehensive data analysis and ensure accurate data entry and documentation.
- **Resource Research:** Investigate and recommend relevant resources to provide effective solutions and guidance to business owners.
- **Leadership and Mentorship:** Mentor new hires to help them achieve their KPIs by enhancing their product knowledge and skills. Support their development towards becoming certified Shopify Gurus/Merchant Advisors.

### Valor Global

Nov. 08, 2014 – Jan. 29, 2016

#### Sprint Customer and Technical Support

- **Customer Support:** Manage phone calls by addressing billing and payment inquiries, recommending optimal plan options, and informing customers about new promotions and updates.
- **Technical Assistance:** Provide technical support by troubleshooting network and device issues to ensure a smooth user experience.
- **Data Management:** Conduct detailed data analysis and ensure precise data entry and documentation for accurate record-keeping and reporting.