

Kevin Davidson Ebio

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To secure a position on a well-established organization dedicated to hire & motivate qualified aspirants that are proactive & capable of meeting the goals & visions of the company.

Personal Details

Citizenship: Filipino

Work Experience

Virtual Assistant

Helpflow - Poway, CA

February 2021 to Present

We chat with up to three website visitors at the same time on our customers' websites and answer their product-related questions and gather details on which product they're interested in which ultimately leads to significant increases in online sales. We also triage emails to create a seamless workflow of every transaction and concern.

Chat Support Representative - Nike

Concentrix Philippines

June 2020 to February 2021

Answering customer inquiries regarding Nike goods and services, helping shoppers with return, exchange, locating orders, and recommending suitable products.

Customer Care Specialist - Experian

Teletech Novaliches

October 2019 to May 2020

We help individuals take financial control and access financial services, businesses make smarter decisions and thrive, lenders lend more responsibly, and organizations prevent identity fraud and crime.

Chat Specialist - Verizon Billing and Sales

Afni Philippines

August 2018 to October 2019

Listen to customers' questions and concerns, and provide answers or responses. Provide information about products and services. Help customers' understanding the bill charges process and making package suggestions to give the best value for their service, based on their needs or budget.

ADSLand Cable Technical Support

Telstra

February 2018 to July 2018

Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps. Provides technical support to customers by researching and answering questions and troubleshooting problems.

Chat Specialist - Comcast Billing and Sales

Afni Philippines

August 2017 to November 2017

Correspond with customers to resolve billing issues and queries. Evaluate, analyze and verify dates of service and billed amounts. Resolve all accounts within give time frame. Verify billing information accuracy and revise errors.

Chat Specialist - AT&T Mobility

Convergys Philippines

November 2014 to July 2017

Help develop strong relationships with their clients and customers by answering customer questions, help to understand unexpected high bills, billing inquiries, basic technical issue such as but not limited to no internet connection on their mobile phone, activating new mobile phone and etc. Resolve all accounts within give time frame. Collaborate with other departments to cater to customer needs.

Education

Don Bosco Technical College

2013 to 2014

BS in Computer Engineering

Adamson University

2009 to 2011

Skills

- Encoding
- Customer Service (6 years)
- Computer Troubleshooting
- Technical Support (1 year)
- Adobe Illustrator
- MS Office
- Communication skills
- Time management
- English
- Computer skills

Languages

- English - Intermediate