



# JILLIAN JANNAH JOIE DE JIZ



## WORK EXPERIENCE

### Customer Service Representative

Sutherland Global Services | Nov. 18, 2018 - Present

- Assist customers in concerns with billing, technical issues, subscription, etc.

### Social Media Manager

Photo Booth International | 2020

- Repurposing/creating content and stories for social media platforms like Facebook, Instagram, LinkedIn, Google My Business, Twitter, Pinterest, etc.

### Customer Service Representative

TaskUs Philippines | Oct. 11, 2016 - Mar. 15, 2017

- Help customers process their orders, check order status and make sure that they are satisfied with the product.

### Junior Sales Assistant

Garena Philippines | Jan. 08, 2016 - Apr. 19, 2016

- Post social media content and start community events for players.
- Respond to players comments and assist them with technical issues.
- Facilitate on-site gaming events.

### Customer Service Representative

Ibex Philippines | Dec. 01, 2014 - Feb. 26, 2015


- Assist customers with technical issues, schedule technician visits, their phone bill, general inquiries, etc.
- Upsell and offer other products available for customers.

### Customer Service Representative


Sitel Philippines | May 05, 2014 - Nov. 18, 2014

- Assist customers with technical issues, schedule technician visits, their phone bill, general inquiries, etc.

## CONTACT ME AT

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## PERSONAL INFORMATION

Date of Birth: March 08, 1996

Civil Status: Single

Languages Spoken: English, Filipino

BPO Experience: 5 years

- Fast learner
- Can work with a team or independently
- Consistent
- Detail-oriented and organized
- Can work under pressure
- Goal driven

## SOFTWARE / APPS AND TOOLS I USE



GitHub



HTML



CSS



Javascript



Visual Studio  
Code



Chrome  
DevTools



Figma



Trello



Asana



Google  
Drive



GMail



Google  
Calendar



Google  
Docs



Google  
Sheets



Google  
Forms

## EDUCATION & CERTIFICATES

### KodeGo

Full-Stack Web Development | 2022-2023

### Philippine School of Business Administration

BS Business Administration | 2012 - 2014

- Major in Marketing Management
- Undergraduate

### Social Media Management

Nov. 04, 2020

[View my Certificate](#)

### Basic Elements of Design

Nov. 14, 2020

[View my Certificate](#)