



ELLA MAE B. PABALLA

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Talisay, Cebu

EDUCATION

Global Site for I.T. Studies
2-Year Course: Information
and Communication
Electronics Technology
June 2015 – March 2017

Skills:

English – C1 [EF SET Certificate – View](#)
Phone, Email & Chat Support
Order Management
CRM Tools: Zendesk, Salesforce,
Meta Business Suite
Microsoft Office, Google
Workspace
Canva, Social Media Scheduling
Basic knowledge of HTML, CSS,
and JavaScript
Familiar with web platforms and
backend processes
Comfortable learning technical
tools and systems

References available upon request.

Professional Summary

Customer Service and Technical Support Specialist with 5+ years of experience across international and local accounts. Skilled in phone, chat, and email support. Known for resolving complex issues efficiently and promoting customer satisfaction.

Work Experience

Customer Service Representative Mar 2024 – Feb 2025
IntouchCx

- Account Handled: Airbnb
- * Handled inbound and outbound calls to assist customers and resolve concerns efficiently and professionally.
 - * Provided timely and effective support through messaging and email, delivering clear and actionable solutions to customer inquiries.

Technical Support Representative Aug 2022 – December 2023
Harte Hanks Philippines Inc

- Account Handled: HBOmax, NBA, Warner. Bros.,Showtime, Ballysports, Sonic Drive-in
- *Identified and diagnosed technical issues.
 - *Resolved technical issues via Phone, Chat or Email.
 - *Escalated complex issues to higher-level support teams if needed.

Customer Service Representative
Intellibridge Web Solutions Dec 2021 to June 2022
Account Handled: Soft Surroundings, Victorian Trading, Dr.Media, Twinstar, Design Furnishings, TK classics

- * Answered product-related queries and provide information.
- * Assisted customers with purchasing decisions.
- * Order Management: Process orders, returns, and exchanges.
- * Tracked and follow up on customer orders and delivery status.
- * Ensured accuracy in billing and payment handling.

Virtual Assistant January 2019 – September 2021
Social Media Management

- *Managed social media content and scheduling across Facebook and Instagram.
- *Created graphics and short promotional videos using Canva.
- *Responded to customer inquiries and messages via Meta Business Suite and Messenger.
- *Scheduled posts, monitored engagement, and maintained consistent brand presence.
- *Handled inventory updates, product listings, and order tracking.
- *Conducted outbound calls to follow up on unreceived orders and encourage reorders.
- *Assisted in ad campaign execution and the creation of promotional materials.

ACHIEVEMENT

Throughput Ambassador Award

- *Recognized among top 5% for resolving high volumes of customer cases with speed and accuracy.
- *Recognized for strong performance and efficiency, advancing to Tier 2 support, which handles urgent and sensitive cases