

Kelly Jay Ompad

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CAREER OVERVIEW

I'm an experienced Subject Matter Expert with over seven years of customer service experience. I specialize in resolving escalated calls, troubleshooting issues, and sharing best practices with new hires. I'm adept at using tools like Ujet, Zendesk, Sprinklr, SAP, Gladly, Oracle, and Slack to deliver effective customer support. I'm also pursuing a degree in Computer Science to expand my skillset.

WORK EXPERIENCE

Subject Matter Expert

IntouchCX, Manila – Ulta Account | September 2021 – Present

- Assist customers with order-related inquiries and issues through phone, email, text, chat, and social media.
- Use Sprinklr, Oracle, SAP, Slack, and Gladly to manage inquiries and process orders.
- Handle escalations, assist with troubleshooting, and support new hires with best practices.
- Document customer feedback to improve service quality and workflows.

Customer Service Representative

IntouchCX, Manila – Walmart and Instacart Accounts | September 2019 – September 2021

- Handled customer inquiries and order-related concerns for Walmart and Instacart accounts.
- Used Ujet and Zendesk to manage customer interactions and resolve issues efficiently.
- Collaborated with logistics teams to address delivery-related problems and ensure customer satisfaction.
- Provided support across phone, email, and chat channels.

Customer Service Representative

Concentrix, Quezon City – Amazon Account | June 2017 – September 2019

- Assisted customers with orders, subscriptions, and refunds through phone and email.
- Helped troubleshoot Amazon devices like Fire TV, Kindle, and Echo.
- Ensured a positive customer experience by resolving concerns promptly.

Education

Bachelor of Science in Computer Science (Ongoing)

ICCT Colleges, Cainta | May 2024 – Present

Bachelor of Science in Marine Transportation (Incomplete)

PMI Colleges | June 2012 – March 2015

Skills

- Tools: Sprinklr, Oracle, SAP, Slack, Ujet, Zendesk, Gladly, Microsoft Office (Word, Excel, Outlook)
- Channels: Phone, email, chat, text, and social media
- Technical Support: Troubleshooting, order handling, mentoring
- Language Proficiency: C1 level English (Advanced)
- Languages: English (Fluent), Filipino (Native)

