

Stephanie Balansag

About Me

Technologically savvy and goal-oriented customer service specialist. Known for having a deep understanding of customer service, data entry and file management. Highly skilled in organization, time management and confidentiality.

Education

(2014-2018)

RABBI THEOLOGICAL SEMINARY AND INTERNATIONAL MINISTRIES INC,

Bachelor of Arts in Christian Education

(2017-2019)

NEGROS ORIENTAL STATE UNIVERSITY

Bachelor of Science in Business Administration Major in Human Resource Development Management

Skills

- Communication skills
- Problem-solving skills
- Adaptability
- Strong Research Skill
- Microsoft Office Applications
- Data-Entry

CRM & Communication platform that I have experienced with :

Zendesk	Slack
Salesforce	Microsoft Teams
Crimson	Microsoft 365
HubSpot	Google Workplace
Remote Desktop	Dropbox

Reference

- Rock Jovel Bebero - Supervisor/ Operation Manager at Inspiro - rockjovel.bebbero@inspiro.com
- Arnold Louise Trinidad - Team Leader at Concentrix - arnoldlouisetrinidad@concentrix.com



Experiences

- **Inspiro - Dumaguete City**
Customer Service Representative
(March 2019-April 2021)

Handling customer inquiries, providing accurate information in a very timely manner through different channels (Phone, Email, Checking Websites, Voice Messages)

- **Concentrix- Mactan, Lapu-Lapu City**
(June 2021-June 2022)

ADVISOR 1, TECHNICAL SUPPORT

Supports users of technology products and services. Focuses on resolving a technical issue or problem in the fastest, most cost-effective way. (Live Chat, Phone and Email)

Boldr - Seasonal Account

- **Customer Service Associate/ Advocate**
(January 2023 -February 2023)
(April 2023-May 2023)

Providing real-time assistance (Live Chat, Email and Phone)

Contact

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