🔨 Customer Support Portfolio

Name: Mark Odi

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Location: Dasmariñas, Cavite, Philippines

🤙 About Me

I am a dedicated customer service professional with experience in handling inquiries, resolving issues, and providing excellent support through email, chat, and ticket-based systems. My goal is to deliver high-quality, empathetic, and efficient customer service that builds trust and satisfaction.

🛠 Skills

- ✅ Strong communication (written & verbal)
- ✅ Ticketing systems (Zendesk)
- ✅ Email & chat support
- ✅ Problem-solving & conflict resolution
- ✅ Documentation & reporting
- ✅ Time management & multitasking

💼 Work Experience

Customer Service Representative (Non-Voice)

TaskUs | 09-2020 to present

- Handled customer inquiries via email and chat.
- Resolved billing, account, and technical issues with a 99% satisfaction rate.
- Documented recurring issues for escalation to technical teams.

🎓 Education

Bachelor's Degree (Bachelor of Science in Computer Science)

📇 Contact

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Portfolio Website: https://simplengmabait69.github.io/Marks-Website

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📁 Project Description

As a dedicated customer service professional, I have successfully managed support projects that focus on enhancing customer satisfaction and improving operational efficiency. These projects include resolving high volumes of customer inquiries, creating knowledge base articles, and optimizing ticket resolution workflows.

My role involves understanding customer needs, documenting issues, and collaborating with teams to provide timely and effective solutions. Through these projects, I have developed strong problem-solving skills and the ability to handle complex cases with empathy and professionalism.

🔨 Skills & Deliverables

- Core Skills:

  - Effective written and verbal communication
  - Proficiency with Zendesk and other ticketing systems
  - Conflict resolution and problem-solving
  - Time management and multitasking
  - Technical documentation and reporting
  - Customer relationship management

- Key Deliverables:

  - Resolution of customer issues with 99% satisfaction rate
  - Detailed documentation of recurring issues for process improvement
  - Knowledge base articles and FAQs to streamline support
  - Professional and empathetic customer email and chat responses
  - Performance reports for tracking customer service KPIs