Candidate #CS-1520

Customer Service Representative · 4 years experience

Candidate ID: CS-1520

Category: Customer Suppo **Experience:** 4 yrs **Location:** Manila, Philippine **English:** C1 **Fee:** A$1,000/mo

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Employer names, personal contact details, and identifying information have been removed.
To arrange a screening call, contact us at adeptstaffing.com.au.

PROFESSIONAL SUMMARY

I'm a customer service rep with four years handling inbound tickets, live chat, and phone support for Australian e-commerce and SaaS companies. I resolve issues on first contact wherever possible, de-escalate frustrated customers, and I always look for the root cause to prevent repeat contacts. I'm fast on Zendesk and Intercom, I follow brand tone guidelines, and I maintain a 95%+ CSAT score. I'm looking for a brand that cares about doing right by customers.

SKILLS

Zendesk | Live chat support | Complaint handling / de-escalation | Intercom | Shopify order management

WORK EXPERIENCE

Customer Service Rep

AU direct-to-consumer brand · 2021-07 – Present

Handled 80+ tickets/day via email and live chat. CSAT 96%. Maintained knowledge base documentation.

Support Specialist

PH outsourced call centre · 2020-01 – 2021-06

Inbound voice support for an AU telecoms client. Average handle time 4.2 mins.

CERTIFICATIONS

Zendesk Support Administrator

Zendesk · 2022-09