

ABEGAIL TENIO



ABOUT

Friendly, detail-oriented, and customer-focused professional with extensive experience in customer service, data entry, travel reservations, and virtual support. Skilled in live chat, email, and administrative tasks with proven ability to manage multiple channels efficiently—including Zendesk, TikTok, Amazon Seller Central, Facebook, and Instagram. Adept at handling customer inquiries, processing refunds, resolving disputes, and supporting e-commerce operations. Passionate about providing high-quality service and contributing to company success through accuracy, empathy, and professionalism.

EXPERTISE

Customer Support & Chat Management
Email & Ticket Handling (Zendesk)
Data Entry & Administrative Assistance
E-commerce Support
Refunds, Returns & Chargeback Handling
Social Media Engagement
Order Management & Fraud Review
Communication & Time Management
Microsoft Office & Google Workspace
Attention to Detail & Multitasking

LANGUAGE

English ————— Fluent
Filipino ————— Native

EDUCATION

Foundation University, Dumaguete City
Bachelor in Secondary Education
2018 - 2019

CONTACTS

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📍 Siaton, Negros Oriental

WORK EXPERIENCE

CUSTOMER EXPERIENCE SPECIALIST / LEVEL 2 AGENT

HelpFlow, Remote

July 2021 - October 2025

- Started as a Live Chat Agent, managing customer queries through live chat with a focus on delivering timely and accurate responses.
- Transferred to a different account as an Email Support Specialist, handling tickets via Zendesk to resolve inquiries efficiently.
- Promoted to Level 2 Agent, managing administrative tasks for a company specializing in makeup and skincare products.
- Handled customer engagement across TikTok, Facebook, Instagram, and Amazon Seller Central—responding to buyer messages, comments, and reviews.
- Managed feedback through TrustPilot and Okendo, maintaining a positive brand image.
- Processed refunds, cancellations, and return requests via TikTok and Shopify.
- Investigated and resolved shipping and logistics issues on TikTok.
- Processed chargebacks for Shopify and PayPal transactions.
- Reviewed reseller, fraud, and flagged orders due to incorrect or invalid customer information using OrderDesk and AMT.

TRAVEL RESERVATIONS AGENT

SOPHI, Inc.

September 2017 - February 2020

- Assisted customers in planning and booking travel arrangements, including flights and tour packages.
- Provided expert guidance on services and promotions to help customers make informed decisions.
- Ensured smooth processing from booking to payment and after-sales support.

CUSTOMER SERVICE REPRESENTATIVE

Qualfon, Inc.

August 2015 - August 2017

- Provided customer support through calls and email, handling billing, technical, and account-related inquiries.
- Maintained accuracy and efficiency in data entry and account management.
- Consistently achieved performance metrics and positive feedback ratings.

DATA ENTRY SPECIALIST

SPi Technologies, Inc.

September 2013 - July 2015

- Entered and verified large volumes of data accurately within deadlines.
- Assisted in maintaining and organizing company databases.
- Supported internal teams with quality checks and administrative updates.