

ALDRIN JAY CAPIOC

Quezon City

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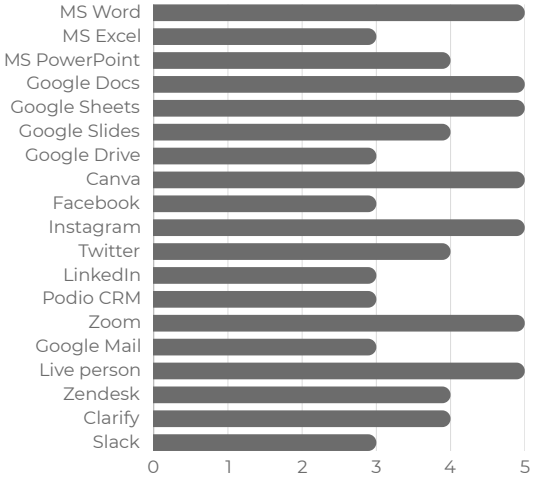
PERSONAL PROFILE

I'm a reliable individual who values structure and avoids unnecessary risks. I'm detail-oriented and dedicated to completing tasks accurately. While I may need initial guidance, I'm eager to learn and grow in my role. I appreciate a supportive work environment and strive to maintain positive relationships with my colleagues.

EDUCATION

BS in Office Administration Major in Corporate Transcription Polytechnic University of the Philippines

TOOLS



WORK EXPERIENCES

TaskUs | November 2024 - Present

Content Moderator

- Reviewed and removed inappropriate content per guidelines.
- Provided feedback to improve moderation policies.
- Top Agent for 2025
- Lean Six Sigma White Belt

CTBC Bank | Apr 2024 - Jul 2024

Customer Care Officer

- Assisted customers with banking inquiries and transactions.
- Resolved complaints while ensuring compliance.

ProbeCX | Oct 2021 - Apr 2024

Team Leader Interim
Trainer Interim
Customer Care L1
Customer Care

- Led, trained, and supported customer service teams.
- Assisted customers with inquiries and troubleshooting via Email.

AFNI Philippines | Sep 2020 - Sep 2021

Customer Care/Technical Support

- Handled customer billing inquiries via chat with 3 concurrency.
- Resolved technical and service issues.

National Book Development Board | Feb 2020 - Jun 2020

Administrative Assistant

- Managed office tasks(especially taxes), documents, and scheduling.
- Organized meetings and maintained supplies.

IntouchCX| Aug 2018 - Jan 2020

Customer Experience Associate

- Assisted customers with accounts, billing, and tech issues.

Concentrix| Feb 2016 - Jul 2018

Customer Care Representative L4

- Provided support for inquiries and issue resolution via Chat and calls.

PCCW Global| Oct 2015 - Dec 2015

Customer Care Representative

- Assisted with their shopping account and placing orders.
- Provided troubleshooting and escalations.



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SKILLS

- Online research
- Leads sourcing
- Skip tracing
- Seller lead management
- Appointment setting
- Property market analysis
- Social media administration
- Basic property management administration
- Data entry
- Data analysis
- Email management
- Calendar management
- Workload management
- Refund processing
- Transaction verificati

Reference

Dave Montives

Security Bank Philippines

Phone: 09950129206

Jarvey Gomez

Proview Global

Phone: 09390433143

Professional Experience

Customer Service/Support Specialist

- Held the position of Customer Service/Support Specialist for 8 years
- Provided exceptional customer service over the phone, email, and in-person
- Resolved customer inquiries and complaints in a timely and satisfactory manner
- Up-sold products and services to increase customer satisfaction and revenue
- Adhered to company policies and procedures
- Managed multiple client projects simultaneously

Administrative Assistant

- Held the position of Administrative Assistant for 8 years
- Provided administrative support to the office staff
- Managed office supplies and equipment
- Handled incoming and outgoing mail
- Assisted with various administrative tasks, such as filing, photocopying, and data entry

Team Leader/Trainer

- Held the position of Team Leader/Trainer as interim
- Led and motivated a team of customer service representatives
- Conducted training sessions on product knowledge, customer service skills, and company policies
- Monitored team performance and provided coaching and feedback
- Implemented process improvements to enhance team efficiency and productivity