

**ARJENETH VARQUEZ**

**Tagum City, Davao del Norte, Philippines**

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**OBJECTIVE:** I am seeking a challenging and rewarding position where I can utilize my skills to contribute to the success of the organization while continuously enhancing my professional growth and development.

**WORK EXPERIENCE**

**CUSTOMER SUPPORT VIRTUAL ASSISTANT (CHAT/PHONE)** 01/2023-08/2024

***LA Auto Spot*** (Hawthorne, California)

* Took phone calls regarding reservation and vehicle concerns
* Handled checkouts, checked pre-trip and post-trip photos of the guest
* Claim filing
* Swapping vehicles

**CUSTOMER SERVICE REPRESENTATIVE (EMAIL/LIVE CHAT)** 07/2019 – 02/2021

***Awesome OS Inc.*** Davao City, Philippines

* Handled complaints when the customer reports non-delivery of their orders, received an incorrect, damaged, or defective items.
* Processed reshipments, issued refunds and applied store credits on the customer’s subscription.
* Assisted customers with product-related questions and feedback
* Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.
* Built rapport with customers through courteous and professional communications.

**CUSTOMER SERVICE REPRESENTATIVE (BILLING AND SALES) 11/2018 – 05-2019**

# *Sutherland Global Services,* Davao City, Philippines

* Handled billing concerns and basic troubleshooting on mobile phones and televisions
* Upsold for eligible customers to take advantage of the new offers on mobility or bundles
* Addressed customers with important purchasing choices, identifying needs and employing product expertise to make appropriate suggestions
* Kept detailed record of customers interactions for future reference

**FINANCIAL CONSULTANT/CUSTOMER SERVICE REPRESENTATIVE, 12/2017 – 12-2018**

*Eperformax Contact Centre & BPO*, Pasay City, Philippines

* Assisted customers in basic navigation on the website and on the mobile app
* Trained in handling disputes and claims as well as resolving restrictions on the customer’s account
* Worked with energy and determination despite high call volume to maintain efficient customer service
* Handled confidential and sensitive data with discretion, reducing risk of fraud and theft

**LEVEL 2 TECHNICAL SUPPORT, 01/2016 – 12/2017**

Teleperformance Philippines, Mandaluyong City, Philippines

* Performed troubleshooting on the customer’s internet connection and emails over the phone and through system tools
* Utilized (LogMeIn Rescue) to remotely access the customer’s computer for more efficient troubleshooting
* Books and dispatches license technician if needed

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**EDUCATIONAL BACKGROUND**

**3nd Year College- Bachelor of Science in Computer Science Tagum City College of Science and Technology Foundation Inc.**

Tagum City, Davao del Norte

**Tiniguiban Rural High School** – Calauag, Quezon Province

**Tiniguiban Elementary School-** Calauag, Quezon Province

# SKILLS/TOOL PROFICIENCYY

## Customer Support | Technical Support | Email Handling | Live Chat Support |Zendesk | Georgias | Shopify | Slack | MS Teams