



CARLOTA JOYCE EVANGELISTA

Customer Support Expert

I am a results-oriented customer service representative with a proven ability to deliver exceptional support. My strong communication and problem-solving skills enable me to effectively resolve customer issues and build lasting relationships. I am committed to continuous improvement and eager to contribute to a high-performing customer service team.

CONTACT

- ✉ cejoy334@gmail.com
- ☎ (63) 9081873335
- 📍 Naga City, Philippines

EXPERTISE

- Communication
- Active listening
- Problem-solving
- Dedication
- Time management
- Stress management
- Product knowledge
- Customer relationship management (CRM)

REFERENCES

Can be provided upon request

WORK EXPERIENCE

CUSTOMER SERVICES SUPERVISOR

Plus Telecom LTD,
United Kingdom

2019 - Present

- Manage and develop the customer service team.
- Oversee daily customer service operations.
- Develop and implement service policies.
- Maintain customer service documentation.
- Train staff on service and company policies.

CUSTOMER SERVICE REPRESENTATIVE

Clear Choice Technical Services
United States of America

Mar 2019 - Oct 2019

- Handle high call volume.
- Generate printer sales leads.
- Resolve customer issues and complaints.

CUSTOMER SERVICE REPRESENTATIVE

Bay Area Pro Cleaning
United States of America

Aug 2016- Feb 2019

- Handle customer calls and schedule appointments.
- Resolve complaints, manage customer data, and report on issues.

HR SERVICES ADMINISTRATOR

IBM
Naga City Philippines

Mar 2015- Mar 2016

- Handles inbound calls and emails from UK employees.
- Provides excellent customer service via Live Agent and Zendesk.

EDUCATION

BICOL UNIVERSITY, Legazpi, Albay

2007 - 2011

Bachelor of Arts in Sociology