



MAHINAY, CHARLOTTE T.

Operations & Compliance Specialist |
Former Team Supervisor

Profile

Customer Support Professional with 3.5+ years of experience in voice-based customer service, including 1 year in a supervisory role. Skilled in escalation handling, team support, and issue resolution. Seeking a remote role as a Virtual Assistant, CSR, SME, or Team Leader.

Work Experience

Everise Philippines – Ortigas

2025 Customer Service Representative

- November 7, 2025 – Up to present
- Started as a Seasonal Associate and successfully transitioned to a Permanent role due to high performance in handling healthcare data and billing.

2026

Valor Global Philippines – Biñan Southwoods

2023 Supervisor

- April 14, 2023 – October 22, 2025
- Started as a Customer Service Representative in a home security account and promoted to Supervisor in July 2024. Led 15 agents, handled escalations, and improved team performance. Recognized as Top 1 Supervisor (Q3 2024) and Top Supervisor (June 2025).

2025

Concentrix – Alabang

2022 Customer Service Representative

- September 12, 2022 – April 5, 2023
- Supported T-Mobile and Optus accounts, handling payments, sales upgrades, plan enrollments, and basic troubleshooting for mobile and internet services.

2023

Teleperformance – Ayala Makati

2022 Customer Service Representative

- March 1, 2022 – September 3, 2022
- AT&T Inbound Account
- Assisted AT&T customers with account access, service upgrades, internet plan inquiries, and basic troubleshooting to ensure prompt issue resolution and customer satisfaction

2022

2022

Contact

 0976-586-8435

 charlottesmahinay18@gmail.com

 B28 L4 Pea 2A Jade st. Brgy. Langgam San Pedro, Laguna

Education

Secondary Education

Jesus the Faithful Savior Christian School
2020

Primary Education

Langgam Elementary School
2014

Expertise

- Customer Support (Voice Customer Service)
- Customer Issue Resolution & Escalation Handling
- Team Supervision & Coaching
- Time Management & Multitasking
- CRM Tools (Zendesk / Salesforce / similar – edit if applicable)
- Microsoft Office / Google Workspace
- Data Entry & Reporting
- Strong Written English Communication

Tools

Familiar with Zendesk
Microsoft Excel / Google Sheets
KPI Dashboard
QA monitoring Tools
Tableau
CRM systems
Salesforce

References

Rusty Saberon

Supervisor – Teleperformance
Phone: 09613466880
Email: rustysaberon.rs@gmail.com

Christian Sebastian

Trainer – Concentrix
Phone: 09957957396
Email: Tansebastian70@gmail.com

Jelai Kakilala

Supervisor – Valor Global
Phone: 09943983395
Email: Jelaikakilala@gmail.com

Let Marilag

Operations Manager – Valor Global
Phone: 09282922371
Email: let.marilag27@gmail.com

Ericka Faye Luis

Supervisor – Everise
Phone: 09452066644
Email: luiserickafaye@gmail.com