



# CLINTON D. HERNIA

## EMAIL AND CHAT CUSTOMER SUPPORT

### PROFESSIONAL SUMMARY

Engaging and patient customer service professional with 1 year and 5 months of experience responding to all types of customer inquiries via email and chat. Eager to join your team to find a job and maintain the highest level of customer service. Maintained a passing scorecard in the past months. Knowledgeable in MS Office applications and other computer programs such as Shopify, Etsy, and Gsuite. Previous Dermalog encoder (OJT) at LTO-Baguio with high attention to detail that made me complete my tasks efficiently.

### EXPERIENCE

#### **Dolly and Dotty United Kingdom October 2022 to June 2023**

##### ***Part-time Virtual Assistant***

- Listed and optimized products on Shopify and Etsy
- Answered queries via Shopify Chat and Gsuite (Gmail), Etsy, and Social Media Accounts
- Did inventory and made sure all orders go out in a timely manner

#### **Foundever: Turo June 2022 to November 2023**

##### ***Email and Chat Customer Support***

- Answered customers' inquiries via Chat and Email
- Provided the right information, address their needs, complaints, or other issues about the platform and the Turo community.

#### **LTO-Licensing Baguio 2019 to 2020**

##### ***Dermalog Encoder (OJT)***

- Assigned to encode Biometrics and customer information correctly.
- Tasked to print batches of Driver's license.

#### **QAT Onestop-Shop 2015 to 2016**


##### ***Auditor***

- Worked with inventory and handled several branches around Region I and CAR.
- Reviewed the accounting records, operational data, and financial records of the company to ensure their financial records are accurate

### CONTACT INFO

 clintonhernia099@gmail.com

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 Green House, Purok 2, Bacani,  
Rosario, La Union, Philippines

### CORE COMPETENCIES

- Data Entry/ Excel
- Research
- Quality Assurance
- Communication
- Email Management

### REFERENCE

#### **Ms. Millicent Paras**

*Manager  
QAT Onestop-shop*

##### **Phone**

+63 908 869 7745

#### **Engr. Arturo Galvan**

*Chief-LTO Licensing Baguio*

##### **Phone**

+63 948 147 6363

#### **Ms. Maria Rafaela Lagula**

*Team Leader - Foundever*

##### **Phone**

+63 939 650 8435

### EDUCATION

#### **2011-2020**

*AMA Computer College  
Baguio City*

#### **BS in Information Technology Undergraduate**

#### **2006 - 2010**

*Pines City National High School  
Baguio City*

#### **High School Graduate**

#### **2000 - 2006**

*Bonifacio Elementary School  
Baguio City*

#### **Elementary Graduate**