

# DIANA LIMIAC

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## VIRTUAL ASSISTANT

### WORK EXPERIENCE

#### Shopify Support Advisor | TaskUs Philippines

November 2019 - November 2024

Commenced career at TaskUs supporting Shopify merchants via phone, chat, and email, providing expert guidance on store setup, product management, and sales channel integration. Adapted to pandemic-induced role changes, transitioning to:

- **Affiliate Team:** Evaluated applications, ensuring qualified candidates aligned with Shopify's brand standards.
- **App Review Specialist:** Scrutinizing submissions from app developers to enhance merchant experience and optimize Shopify store performance.

#### AT&T Technical Support Tier 2.5 | Concentrix PH

May 2019 - October 2019

Delivered exceptional customer service at Concentrix for AT&T, troubleshooting technical issues and offering tailored solutions, including international roaming packages, to ensure seamless connectivity experience.

#### American Home Shield(CSR) | iQor Philippines

June 2018 - April 2019

Served as a Dispatch Specialist at iQor Philippines for American Home Shield, efficiently resolving appliance-related issues for warranty holders by troubleshooting, scheduling timely technician appointments, and providing exceptional customer service via inbound calls.

### EDUCATION

#### Technical-Vocational in Food and Beverage

June 2017 - 2018

EPNHS

Coursework: Food Preparation, Food Safety, Customer Service.

Specialization: Food and Beverage Operations.

#### Technical-Vocational in Bread and Pastry

June 2016 - 2017

EPNHS

Coursework: Food Preparation, Food Safety, Customer Service.

Specialization: Food and Beverage Operations.

### SKILLS

- Effective Time Management
- Creative Problem-Solving
- Active Listening
- Efficiency Under Pressure
- Critical Thinking
- Talented Customer Service