

Janice Patricia Blardony

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- Good and reliable soft skills for understanding and communicating with different personalities.
- Proven and solid experience in Customer Service and E-Commerce role.
- Understands a good balance of analytical and emotional relations with people aligned with their realities in life and the goals that they want to achieve.

Work Experience

Digital Marketing Assistant / Customer Service [E-Commerce] (Call, Email, Chat, Video Production) Hybrid

Ozzend Solutions, Inc. {1year & 10 months}

August 2022 to May 2024

- Designs sales pitch videos for TikTok, FB, IG, using Canva.
- Responds to questions about basic shipment pricing, tax, and customs rules and engages in the group community for client connection and sales conversion.
- Markets and sends messages, sales photos thru FB, IG, TikTok for signing up and verification of account and for sales conversion.
- Promotes shipping service in TikTok, FB, IG, through comments and messaging.
- Follows up and updates clients' success shipment and sales.
- Enters data on Google Sheet for inbound, outbound prospects.
- Organize sheets, files, and video directory files.

Customer Care Specialist (Email & Live Chat) [Project-based UK Account] WFH

HelloConnect Inc. {2 months}

January 2022 to March 2022

- Process clients' orders and explain if they have concerns about their refund, delivery, and discounts.
- Amends clients' pin location to ensure correct address for delivery.
- Informs clients about milk and dairy products ingredients and reports any product issues.

Customer Service Guest Specialist (Call & Email) [re-hired for short-term status]

Concentrix {5 months}

March 2021 to August 2021

- Processed emails from clients for reservations, relocations, modification of dates, and refunds.
- Identifies fraud properties and guests for booking.com.

Client Service Associate (Chat, Email, Call) [US & North America Account] | Community Education Specialist (Email & Call) [EMEA Account] WFH

TDCX {7 months}

May 2020 to September 2020

- Assisted and educated advertising clients to their Facebook page on how to process and informed reliable solutions to it.

- Processed and follows up on procedures for account activations.

February 2020 to April 2020

- Educated Airbnb users and customers about guidelines and rules.
- Guided Airbnb users and customers about how to's and its processes.

Chat Service Guest Specialist Tier 2 (Live Chat & Call) [UK & US Account]

Sykes Asia Inc. {1 year & 1 month}

November 2018 to December 2019

- Guided, assisted US and UK hotel clients to negotiate refunds, cancellations, and modifications to hotels. Helped and suggested in hotel reservations.
- Processed and identifies Loyalty Rewards for our travellers who are eligible to our rewards program.

Customer Service Guest Specialist (Call & Email) [EMEA Account]

Convergys {5 months}

March 2018 to August 2018

- Supported and helped hotel clients to cancel or modify a reservation and assisted on finding a relocation.
- Coordinated requests to hotels and guides on finding reservations and processed refunds.

Technical Support Representative Tier 1 (Call) [AUS Account]

Acquire Asia {5 months}

March 2017 to August 2017

- Supported and guided Australian clients to identify, discover Telephony and DSL internet errors to correctly troubleshoot it.
- Assisted customers to the right department of concern.

Customer Service Associate (Call) [AUS Seasonal Account]

Curo Teknika {3 months}

September 2016 to December 2016

- Assisted Australian clients for ordering items online.
- Answered customers queries about products, pricing, and payment methods.
- Delivered customer service and rapport in a timely manner for efficiency in sales.

Technical Support Representative Level 1 (Call) (AUS Account) [Contractual Employment]

Sykes Asia Inc. {6 months}

January 2015 to July 2015

- Provided support to Australian clients on plugging different cable types for cable TV set-up and choosing the compatible TV source for it.
- Troubleshooted difficulties in satellite and cable signal errors and guided Australian clients on how to use Foxtel products and functionalities.
- Identify, troubleshoot, and discovers cable and TV errors to enhance techniques to solve technical issues.

Skills

- Sales, Communication Skills
- Customer Service
- Graphic Design/ Video Editing/Video Ads

Certifications / Online Courses / TESDA

Restaurant & Coffee Shop Management Leading To Food & Beverage Services NCIII

PhilippinesTraining.Com Inc. - Makati

January 2014 to February 2014

Gowrie Victoria | Early Childhood Education (Caitlin O'Connell & Helen Lawrence)

October 2013 to November 2013

- Learned the stages of child development from birth to five years & some important milestones.
- Learned the importance of play in child development & positive forms of behaviour guidance for learning.
- Certificate of Achievement: 100% final grade

Stanford University | Child Nutrition & Cooking (Maya Adam, MD)

May 6, 2013 – June 13, 2013 & January 13, 2014 – February 16, 2014 (Duration: 5 weeks)

- Learned health risks associated with child obesity & choosing good nutritious food for children.
- Learned how to engage a child on eating healthy foods, promoting health & enjoyment on eating home cooked meals.
- Learned childhood obesity epidemic facing the USA & other developed nations following suit.
- Statement of Accomplishment with distinction: 90.4% - 1st final grade
- Statement of Accomplishment with distinction: 100% - 2nd final grade

Vanderbilt University | Nutrition, Health, & Lifestyle: Issues & Insights (Jamie Pope, MS, RD, LDN)

May 6, 2013 – June 23, 2013 & January 20, 2014 – March 17, 2014 (Duration: 8 weeks)

- Studied & understood the fundamentals of healthful eating pattern, nutrition labeling, dietary supplements, plant-based nutrition, nutrition & fitness, fortified foods.
- Learned the facts, fiction, & fads about core nutrition concepts & how to evaluate personal food choices.
- Learned about choosing credible websites & evidence-based medical writings for some dietary supplements.
- Signature Track Certificate: 99.2% - 1st final grade
- Statement of Accomplishment with distinction: 105% - 2nd final grade

Education

Bachelor's in Communication Arts

College of The Holy Spirit - Manila

March 2001