



JEFFERSON SIBULO

CONTACT

-  SANTA MESA, Philippines 1016
-  +63538799060
-  jeffersonsibulo2@gmail.com

SKILLS

- Analytical reasoning
- Team collaboration
- Project management
- Regulatory compliance
- Operations coordination
- Operational efficiency
- Customer relationship management
- Process improvement
- Data analysis
- Account management
- Technical support
- Active listening
- Time management
- Customer engagement

LANGUAGES

English:

HOBBIES AND INTERESTS

- Basketball
- Computer Games
- Working out

SUMMARY

Proficient help desk specialist with a year of experience in dynamic environments. Earned SME specialist recognition at DoorDash in six months, showcasing advanced skills in Zendesk and Okta. Focused on enhancing operational workflows and resolving complex issues efficiently. Valued for collaborative approach, adaptability, and meticulous organizational abilities.

EXPERIENCE

Customer Service Representative, 04/2020 - 06/2026 **Inspiro**

- During my time at Inspiro, I provided exceptional customer service for 1-800-Flowers through both chat and email platforms. My main responsibilities involved assisting customers with enquiries related to flower orders, delivery schedules, product information, and troubleshooting.
- Addressed customer service enquires quickly and accurately.
- Assisted customers with product-related questions, feedback and complaints.
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.

Operation Support Officer, 03/2023 - 01/2026 **Chubb Insurance - MANILA CITY, PH**

- Streamlined operational processes by identifying inefficiencies and implementing necessary improvements.
- Conducted thorough research on industry trends, which led to the implementation of innovative strategies that further optimised operational performance.
- Ensured compliance with company policies by conducting thorough audits and implementing corrective actions when needed.
- Served as a reliable point-of-contact for both internal and external stakeholders, ensuring swift resolution of any potential issues.

Technical Support Representative, 01/2023 - 02/2023 **Concentrix - Makati**

- A Technical Support Representative for **Meta Quest at Concentrix** provides frontline customer and technical support for Meta Quest VR devices and related software. The role focuses on helping users resolve hardware, software, setup, and connectivity issues while delivering a positive customer experience.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Helped customers set up new systems, applications and software.

Customer Service Agent, 01/2021 - 01/2022 **Alorica - MANILA CITY, PH**

- Company Overview: Alorica is a leading provider of customer management outsourcing solutions, spanning the entire customer lifecycle. From customer acquisition and sales, customer care and support, to logistics and fulfilment, Alorica offers a seamless customer experience across all service channels.
- Positioned as an SME.
- Alorica is a leading provider of customer management outsourcing solutions, spanning the entire customer lifecycle. From customer acquisition and sales, customer care and support, to logistics and fulfilment, Alorica offers a seamless customer experience across all service channels.
- Effectively managed escalations from dissatisfied customers, working closely with management to ensure timely resolutions that maintained brand reputation.

Social Media Moderator, 04/2019 - 04/2020

Virtual Assistant - Batangas

- Engaged with online communities through direct messages and comments, building trust and loyalty among followers.
- Created customer awareness of goods, services and special promotions with creative advertising strategies.
- Helped teams reach ambitious sales objectives with multi-channel marketing campaigns.
- Responded to user inquiries and complaints with timely and constructive feedback, enhancing customer satisfaction.

EDUCATION

Bachelor of Science: Information And Communication Technology, 03/2017

Polytechnic University of The Philippines - Manila

DISCIPLINE

Flexibility, My strength is my flexibility to handle change. As customer service manager at my last job, I was able to turn around a negative working environment and develop a very supportive team., I feel that my management skills could be stronger, and I am constantly working to improve them.

PASSIONS

- Music
- Drawing
- Singing
- Playing Computer Games

CERTIFICATIONS

EFSET Certification: English Proficiency (C1 Level)

- **Score:** 67/100
- **Level:** C1 (Advanced)
- **Certification:** January 18, 2026
- **Issuer:** EFSET (English First)

Key Details:

- Demonstrated advanced proficiency in both written and spoken English.
- The C1 level indicates a high degree of fluency, including the ability to understand complex texts, communicate effectively in a professional setting, and write clear, detailed reports.

WEBSITES, PORTFOLIOS AND PROFILES

<https://www.facebook.com/Eponsibulo123>

<https://www.linkedin.com/in/jefferson-sibulo-717294367/>

<https://www.onlinejobs.ph/jobseekers/info/2543633>

HOBBIES AND INTERESTS

- Volunteering / community service
- Team sports (e.g., soccer, basketball)
- Mentoring or coaching others
- Pc Games
- Personal finance / investing
- Learning new software or technology
- Productivity and project management