



JENGGJENG BALAO

CONTACT

+639569565351

iamjengb@gmail.com

9 Sr. Ruben St. Richland
Subdv Sauyo Road
Novaliches Quezon City

EDUCATION

2000
SOUTH EAST ASIAN COLLEGE

- Bachelor of Science in Radiologic Technology

SKILLS

- Strong communication & listening abilities
- Patience and empathy
- Problem-solving and conflict resolution
- Time management and organization

PROFILE

A hardworking and flexible professional dedicated to delivering exceptional customer service. Passionate about resolving customer issues efficiently while ensuring client-directed goals are not only met but exceeded. I thrive in dynamic environment, adapting quickly to changing situations and customer needs. With a strong focus on problem-solving, I prioritize effective communication & collaboration to foster positive relationships with clients.

WORK EXPERIENCE

- Technical Support Representative** 2019 - PRESENT
 - Assisting customer with technical issues related to products or services this includes Troubleshooting, diagnosing and resolving technical problems over the phone, often guiding customers through step-by-step solutions.
 - Identifying complex issue that requires advanced technical expertise and escalating them to a higher level support teams or specialist.
- Mentor** 2016 - 2019
 - Providing support and training to help new hires acclimate to their roles, conducting huddles, call listening session, sharing best practices and providing feedback.
 - Establish effective communication for both new hires and their supervisors to provide feedback on experiences and challenges.
- Customer Service Representative** 2013 - 2016
 - Responsible for assisting customer by handling billing inquiries, resolving issues, and provide information about products or services.

REFERENCE

Rommel Pedrsosa
Team Manager/ Alorica Teleservices Inc

Phone: +639171230029
Email: rommel.pedrosa@alorica.com

Aivy Umbac
Team Leader/ Alorica Teleservices

Phone: +639217273846
Email: aivy.umbac@alorica.com