



# JOANNA MORA

CUSTOMER SERVICE REPRESENTATIVE &  
PROPERTY MANAGEMENT COORDINATOR

## ABOUT MYSELF:

Hi. My name is Joanna Mora. I am an experienced Property Management Coordinator and Customer/Technical Support Representative with extensive training and experience working in the Business Process Outsourcing Industry. In addition, I also have excellent English comprehension, tech-savvy, organized and a fast learner.

## MY CONTACT

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## Software:

- CRM - Salesforce
- Vantaca
- JobNimbus
- Sendbird
- G-Suite
- Outlook
- MS Office
- Click Up
- Ring Central
- Zoom
- Skype
- Slack
- Clockify

## EXPERIENCE:

### **5StarVas (Virtual Assistant - Property Management Coordinator)** September 2022 - August 2023

- Process homeowner's home improvement request
- Handles transaction between homeowner and board members
- Provide a list of requirements for home improvement
- Provide updates to Committee members for incoming deadlines
- To answer calls for further assist homeowners

### **TaskUs Philippines (Customer Support | DoorDash | Non-Voice)** January 2022 - April 2022

- Provide assistance for food delivery concerns
- To assist customers with disputes (provide refunds and compensation)
- Provide updates from unresponsive delivery riders

### **Sutherland Global Services (Technical Support | Hughesnet | Voice)** September 2020 - January 2022

- Provide technical support for customers having internet connection issues
- Schedule a technical visit if the concern was unresolved through a call
- Update customer's billing information, process refunds, and payments

### **Sitel Philippines (Customer & Technical Support | AT&T-ISM | Voice)** November 2019 - August 2020

- Provide technical support for customers having internet & bill issues
- Handle billing disputes for a phone plan, internet, and TV plan
- To update billing/payment information of customers
- Upsell premium channels (HBO, HBO Max, Showtime, NBA League Pass)

## EDUCATION:

Lorma Colleges | June 2015 - August 2017  
Completed coursework in Respiratory Therapy