# JOJIE ANNE SANTOS

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## CUSTOMER EXPERIENCE SPECIALIST

As a seasoned professional with over five years of dedicated experience in customer service across various domains, including telecommunications and healthcare. My journey in the realm of customer support has equipped me with a comprehensive skill set that encompasses chat support, email correspondence, and adept handling of diverse customer needs. My expertise extends beyond traditional customer service roles into areas such as lead generation. My proficiency with CRM tools ensures efficient management of customer relationships, enabling seamless interactions and personalized experiences. My role as an appointment setter has sharpened my communication and organizational skills, ensuring streamlined processes and maximizing productivity. Inbound sales, another aspect of my repertoire, has allowed me to leverage my customer-centric approach to drive conversions and foster long-term client relationships.

## STRENGTHS AND EXPERTISE

Exceptional Communication Skills
Multi-Channel Support
Lead Generation
Microsoft Office or Google Workspace

Appointment Setting
Negotiation Skills
Client Relationship Management
Virtual Phone Systems

Inbound Sales Expertise
Communication
Customer-Centric Approach
TeamViewer

## PROFESSIONAL EXPERIENCE

**Teleperformance**
**Health Account Management**

April 15, 2023 - May 26,2024

- Develop and maintain strong, long-term relationships with assigned healthcare accounts, including hospitals, clinics, healthcare providers, and other healthcare organizations.
- Conduct regular account reviews and assessments to understand clients' needs, identify opportunities for upselling or cross-selling, and ensure client satisfaction.
- Serve as the main point of contact for clients, addressing their inquiries, concerns, and service requests in a timely and professional manner.

**Quantrics Enterprise**
**Chat Support and Email Representative**

August 2021 - August 2022

- Assist customers with account-related tasks, including account setup, billing inquiries, plan changes, and service upgrades/downgrades.
- Educate customers about Bell Telecommunication and Virgin Mobile products, services, features, and promotions, and recommend solutions tailored to their needs.
- Maintain detailed and accurate records of customer interactions, inquiries, and resolutions in the company's CRM system.
- Stay updated on product/service offerings, promotions, pricing changes, and company policies to provide accurate and up-to-date information to customers.

November 2016 - March 2021

**Nuvoton Technologies**
**Foreign Engineer Assistant**

Support engineering projects by conducting research, gathering data, and performing analysis under the guidance of senior engineers.
Prepare and maintain accurate documentation, including test reports, procedures, specifications, and engineering drawings.
Adhere to safety protocols, quality standards, and regulatory requirements in all engineering activities and operations.
Stay updated on industry trends, technological advancements, and best practices in semiconductor engineering through continuous learning and professional development.

**Results Company**
**Sales and Client Relationship Manager**

- Lead and manage a team of sales representatives, setting clear sales goals, providing training and mentorship, and monitoring performance metrics to ensure targets are met or exceeded.
- Identify and pursue new business opportunities, including prospecting, lead generation, and networking activities, to expand the company's client base and market reach.
- Build and maintain strong relationships with existing clients, serving as the primary point of contact for their needs, inquiries, and service requests.

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# EDUCATION AND CERTIFICATE

**International Electronics and Technical Institute**
Bachelor of Science in Information Technology

**Tesda National Certificate**
COMPUTER SYSTEMS SERVICING NC II

**CRM/Social Media Management/Facebook Marketing**
Certification Graduate

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References are available on request.