



About Me

I'm Julienne Usi, Customer Support & Quality Assurance Specialist. I have more than 10 years of combined experiences. I also have background in technical support, call monitoring and reporting.

Contact

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- ✉️ julienne_usi@yahoo.com

Skills

- Knowledge in tools like Zendesk, Shopify, Gorgias and ShipStation.
- Root cause analysis.
- Call monitoring and call /chat driver identification.
- Reporting

Julienne Usi

Customer Support & Quality Assurance Specialist

Experience

March 14, 2022 - May 9, 2023
Sunshine Sisters

Remote Customer Support Representative (Chat/Email Support)

- Assist customers with their purchases via chat and email, provides product and order tracking information.
- Sends follow up emails for dissatisfied customer and offers further assistance.
- Reports possible or ongoing website and tools issue to the Management.

January 29, 2018 - March 13, 2022
Wanderer Bracelets

Remote Customer Support Representative (Chat/Email Support)

- Assist customers with their purchases via chat and email (Zendesk / Gorgias), provide product information and order tracking.
- Sends follow up emails for dissatisfied customer and offers further assistance.
- Reports possible or ongoing website and tools issue to the Management.
- Provides feedback regarding the website and products. If there are any incorrect descriptions.
- Offline tasks such as Tiktok influencer search for product promotion, answers inquiries in IG and collate positive customer feedback.

August 14, 2017 - November 10, 2017
Teleperformance Philippines

Offshore WFM Scheduling Specialist

- Plots schedules and approves/declines VLs.
- Adjust staffing based on call volume.
- Forecast staffing and generate reports.
- Attends meeting and discuss the reports generated to clients and project manager.

Reference

Jet Gobaton

Customer Support Manager
Sunshine Sisters
Parañaque City
09157811091

Jose Bert Aguillon

QA Manager
Teleperformance Philippines
CDO
09178200377

July 1, 2013 – August 13, 2017 **Teleperformance Philippines**

Quality Assurance Specialist

- Monitor calls, fill out and upload monitoring form per agent.
- Identify the agent's good practices and the opportunities that need to be worked on.
- Generate reports that would help improve KPI.
- Attends meeting with supervisors for call calibration.

November 1, 2012 – June 30, 2013 **Teleperformance Philippines**

Subject Matter Expert (Floor walker)

- Assist agents with their questions regarding product and tools.
- Take escalation calls.
- Work together with the workforce to make sure that the agents are in correct status and to balance AHT.

April 22, 2008 – October 31, 2012 **Teleperformance Philippines**

Customer service representative

- Provides assistance regarding product and billing.

Technical support representative

- Assist customers with troubleshooting steps.

Education

Tertiary:

Polytechnic University of the Philippines (Taguig Campus)
Taguig City, Metro Manila
Bachelor in Business Administration major in Management
June 2004 – April 2008

Secondary:

Dr. Arcadio Santos National Highschool (Masville Annex)
Masville, Parañaque City
June 2000 – March 2004

Primary:

Masville Elementary School
Masville, Parañaque City
June 1994 – March 2000