



# NOAH NAVARRO

**RESULTS-DRIVEN VIRTUAL ASSISTANT |  
TECHNICAL & CUSTOMER SUPPORT EXPERT**

## WORK EXPERIENCE

Remote Technical Support  
Exacot  
July 2023 – April 2025

- Provide technical and billing support for a leading privacy and security application.
- Manage up to five simultaneous live chat sessions and email communications efficiently.
- Assist customers with downloading, installing, and configuring the application.
- Diagnose and resolve technical issues that arise during or after installation.
- Handle billing concerns, including subscription inquiries, refunds, and payment discrepancies.
- Recognized as a Top 3 Performer in Q1 2024 for exceptional service and support.

Remote Customer Support  
TaskUS  
August 2016 - July 2023

- Provided customer support for a leading delivery app in the United States.
- Managed up to two simultaneous chat sessions, phone calls, and email communications efficiently.
- Assisted customers, delivery drivers, and merchants with order accuracy, delivery tracking, and account management.
- Resolved service-related issues and provided solutions to improve user experience.
- Updated merchant menus and pricing to ensure accurate listings.
- Gained insights into competitive industry practices by working with a major competitor.
- Ranked as a Top 7 Global Performer for exceptional service and support.

## EDUCATION

Our Lady of Fatima University  
Bachelor of Science in Information Technology  
June 2019 - 2022

## CONTACT



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## EXPERTISE

- Technical Troubleshooting
- Multichannel Support
- Customer Assistance
- Proficient in Zendesk and Salesforce
- Proficient in Google Workspace, Microsoft Office

## LANGUAGE

- English
- Filipino