

Pia Lyanne Gutierrez

Technical support

Contact

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Education

St. Augustine School
Lipa, Batangas
Accountancy and Business Management

Key Skills

- **Technical Support:** Expertise in diagnosing and resolving technical issues across multiple systems and applications.
- **Customer Service:** Proven ability to handle customer inquiries, complaints, and billing issues with a high level of professionalism.
- **Communication:** Strong verbal and written communication skills for effective customer interaction.
- **Problem-Solving:** Skilled in troubleshooting and providing step-by-step solutions to restore service and functionality.
- **Multitasking:** Ability to manage multiple tasks and priorities in a fast-paced environment.
- **Product Research:** Experience in conducting thorough product research and managing inventories.
- **Sales:** Consistently exceeded sales targets by recommending suitable products and solutions.
- **Record Keeping:** Maintained detailed records of customer interactions and technical issues.
- **Team Collaboration:** Worked effectively with cross-functional teams to resolve complex issues.
- **Adaptability:** Managed support across various time zones, ensuring a diverse customer base is served efficiently.

Objective

To leverage my nearly 4 years of customer service and technical support experience in a dynamic environment, aiming to enhance customer satisfaction and contribute to business growth. Seeking a challenging role where my strong decision-making skills, attention to detail, and commitment to excellence can drive impactful results and foster professional development.

Experience

November 2022 – May 2024

Technical Support • UP Ayala Technohub

May 2022 – November 2022

Product Researcher • Amazon

May 2022 – November 2022

Appointment Setter • Heroes.ph

March 2022 – November 2022

Data Entry • Podcast

November 2021 – May 2022

Technical Support • Concentrix Bridgetown

July 2020 – November 2021

Customer Service Representative • Alorica Lipa

Responsibilities, I diagnosed and resolved a wide range of technical issues for customers, ensuring their satisfaction across various communication channels, including phone, chat, and email. I handled both technical and billing inquiries, maintained detailed records, and collaborated with cross-functional teams to troubleshoot complex problems. Additionally, I conducted product research, managed inventories, processed orders, and consistently exceeded sales targets by recommending suitable products and solutions.

References

Available upon request.