



ROEL JOSEPH SALA

CONTACT

Email: rjsala11@gmail.com

Mobile: +639933947242

Linkedin: <https://www.linkedin.com/in/rjsala/>

PROFESSIONAL SUMMARY

Over 10 years of experience in a fast-paced call center environment. Exceptional communication, problem-solving, and conflict resolution/de-escalation skills. Customer-focused and calm under pressure. Trained in diagnostics and advanced troubleshooting techniques.

SKILLS

- Zendesk • CRM • DNS • Intercom • Complaint Resolution • Critical Thinking Skills • SaaS • O365 • Web Hosting • Troubleshooting and diagnosis • Jira • Salesforce

WORK HISTORY

Aryeo (Later acquired by Zillow)

Customer Support/Technical Support Specialist (Independent Contractor)

March 2023 - September 2025

- Field inbound calls and assist customers in resolving issues regarding the software.
- Research, respond to, and resolve customer requests and issues via email and chat.
- Perform troubleshooting of products and embedded partner applications with both technical and soft skills.
- Reproduce customer issues, determine user-error vs bugs and submit to engineering for further review.
- Train New-hires and ensure that they are well equipped with the needed knowledge to become successful in the role.
- Monitor and audit calls and ticket of newly hired agents ensuring that they are calibrated and will meet all quality parameters.
- Act as a subject matter expert to support newly hired agents.

Hostaway

Technical Support Specialist (Independent Contractor)

Feb 2022 - Oct 2022

- Tend to clients who uses our Property Management Software
- Determine bugs and issues for clients who uses our PMS
- Assist clients with property management (Airbnb, Booking.com, VRBO, TripAdvisor)
- Communicate through Zendesk and resolve their concerns regarding the product

IBEX Global Solutions Inc.

GoDaddy Inbound Sales & Support

Feb 2021 - Dec 2021

- Provide consultation to customers regarding new products and services that will help their businesses succeed.
- Field inbound calls and exhibit the behaviors of WOW throughout the entire interaction.
- Offer resolution within our scope of support (SOS), providing direction for third party resolution or consultation regarding a paid solution, as appropriate.
- Troubleshoot GoDaddy products as needed in order to deliver stellar customer service.
- Take full ownership of and provide a thorough resolution to customers.
- Meet metrics that could include but are not limited to Customer Availability, Net Promoter Score, and New Sales Per Day.
- Demonstrate extraordinary interpersonal skills and the ability to thrive, multi-task, and prioritize in a high-volume, dynamic environment.

IBEX Global Solutions Inc.

AT&T Wireless Advanced Technical Support**April 2019 - January 2021**

- *Answer incoming phone calls and provide support to callers experiencing computer problems of all kinds. Listen to descriptions of customer issues and determine how and if they can be fixed.*
- *Use information from customers to diagnose tech issues and walk customers through the steps needed to fix various problems.*
- *Fix customer's issue regarding their network service based on what the customer is experiencing.*
- *Maintained detailed records of daily support activities and resolutions.*
- *Helped users via telephone to diagnose and triage problems.*
- *Answered user inquiries regarding computer software or hardware operation to resolve problems.*
- *Diagnosed and resolved faults based on technical knowledge and use of pre-scripted repair trees*
- *Responds to customer's queries regarding their AT&T/DirectTV billing*
- *Maintain up-to-date knowledge about ATT products and services*

IBEX Global Solutions Inc.**AT&T Mobility Sales & Service****August 2017 - March 2019**

- *Respond to customer queries about ATT services, equipment, promotions, roaming and complex billings.*
- *Enhance customer retention and satisfaction by providing outstanding and prompt customer services.*
- *Understand customer needs and recommend appropriate products and rate plans.*
- *Develop innovative ways to sell ATT products and services to customers.*
- *Handle customer requests for payments, activations, upgrades and other services.*

TELUS International PH Inc.**AIRBNB Customer Experience Specialist****February 2015 - July 2017**

- *Be the first point of contact to handle and resolve customer complaints regarding the listing that they booked.*
- *Provide assistance to hosts or property owners regarding their payout.*
- *Compose thoughtful and accurate messages or customize prepared responses to customer emails.*
- *Respond professionally to inbound phone calls, including urgent situations.*
- *Arbitrate between hosts and guests when an altercation happens using whatever channel needed. (Calls, email, and messaging)*

EDUCATION**June 2012 - March 2016****Bachelors Degree**

Bachelor of Science in Business Management Major in Business Administration