

SHEREL SOSOSCO

Customer Support Specialist

SUMMARY

Customer Support Specialist with 4+ years of experience in hospitality, travel, and customer service operations, with specialized expertise in Airbnb support and guest experience management. Proven record of maintaining 95%+ customer satisfaction (CSAT) through effective issue resolution, escalation handling, and customer relationship management. Experienced in high-volume phone, email, and chat support with strong skills in troubleshooting, performance metrics, and operational coordination. Seeking remote opportunities in customer support, virtual assistance, guest experience, and short-term rental operations.

CORE COMPETENCIES

- Customer Support & Guest Relations
- Airbnb & Short-Term Rental Operations
- Escalation Management
- Multichannel Support (Phone, Chat, Email)
- Customer Satisfaction (CSAT) Optimization
- KPI Monitoring & Performance Metrics
- Average Handle Time (AHT) Management
- First Contact Resolution (FCR)
- Administrative Support

PROFESSIONAL EXPERIENCE

Travel Associate

May 2023 – Present

- Managed high-volume customer inquiries through phone, email, and live chat channels while maintaining a 95%+ Customer Satisfaction (CSAT) score
- Assisted guests and hosts with booking concerns, cancellations, reservation changes, and account-related issues
- Educated users on Airbnb policies including booking procedures, verification requirements, and cancellation guidelines
- Resolved customer concerns through effective troubleshooting and real-time issue coordination
- Streamlined guest check-in processes by resolving technical platform issues and collaborating with hosts
- Handled escalations involving complex customer concerns and urgent cases while ensuring policy compliance

Travel Associate

March 2022 – March 2023

- Assisted clients with travel bookings, itinerary modifications, and cancellation requests
- Coordinated travel accommodations for individuals, groups, executives, and special-needs travelers
- Recommended suitable travel options aligned with customer preferences and company guidelines
- Delivered quality customer service that supported customer satisfaction and retention

EDUCATION

Bachelor of Secondary Education: Major in Filipino

June 2019 – March 2021