

Loushael Micah Ponceca

Customer Service Representative
Virtual Assistant

0999 843 5949

Muntinlupa City

loushaelmicahponceca@gmail.com

Greetings!

I am writing to express my interest in Customer Service Representative / Virtual Assistant position, as advertised. With a strong background in customer service, healthcare support, and fraud detection, I am confident in my ability to contribute positively to your team and provide exceptional service to your clients.

Throughout my career, I have gained valuable experience in handling diverse customer needs and delivering solutions with professionalism and empathy. At Teleperformance and Accenture, I provided real-time assistance through chat and voice support, consistently meeting performance metrics and customer satisfaction targets. My time at E-Teleconnect exposed me to the healthcare industry, where I developed strong attention to detail while managing patient records and coordinating with medical teams. At Telus International, I enhanced my analytical skills by monitoring transactions for fraudulent activity, ensuring the security and trust of customer accounts.

I am known for my adaptability, strong communication skills, and dedication to delivering quality service. I believe these qualities align well with the goals of your company, and I am excited about the opportunity to grow and contribute within your organization.

Thank you for considering my application. I would welcome the chance to further discuss how my experience and strengths can benefit your team. I am available for an interview at your convenience and can be reached at 0999 843 5949 or via email at loushaelmicahponceca@gmail.com.

Respectfully Yours,


