



JOYCE ANNE

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance Philippines | Jan 2019 – Feb 2022 (3 years, 1 month)

- Delivered multi-channel support (phone, email, chat), resolved complex issues to boost first-contact resolution, and consistently achieved 95%+ customer satisfaction scores while surpassing call efficiency benchmarks.

CUSTOMER SERVICE REPRESENTATIVE

Sutherland Global Services | Mar 2022 – Mar 2025 (3 years)

- Addressed billing, technical, and account concerns, mentored new hires, improved onboarding performance, and consistently exceeded KPIs on satisfaction, resolution time, and escalation handling.

SKILLS/AREAS OF EXPERTISE

- Customer Experience Enhancement
- Conflict Resolution
- Technical Support
- Training Support
- Customer Support

TECHNOLOGY

- Google Workspace
- Microsoft Office
- Dialer tools
- CRMs
- Zoom

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