



JOSEPH

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support
- Chat & Email Support
- Technical Troubleshooting
- Appointment Setting
- Financial Account Handling
- Problem Solving & Issue Resolution
- Communication & Active Listening

TOOLS

- HubSpot
- Avaya
- Genesys

Customer-focused Customer Service Representative with hands-on experience in financial and technical support within BPO environments, handling inbound and outbound interactions with accuracy and professionalism. Proven ability to resolve billing and account-related concerns, troubleshoot issues, and manage high-volume customer inquiries while maintaining compliance and service quality standards. Brings strong communication, problem-solving, and multitasking skills to help organizations enhance customer satisfaction, build trust, and deliver efficient, high-quality support.

WORK EXPERIENCE

CSR | TECHNICAL SUPPORT

Teleperformance | 2021 – 2024 (3 Years)

- Handled inbound and outbound customer interactions, resolved technical concerns, and delivered clear solutions while maintaining high-quality service and communication standards.

CSR | APPOINTMENT SETTER

BPO Role | 2024 – 2025 (1 Year)

- Managed customer inquiries, qualified leads, scheduled appointments, and maintained accurate records while ensuring a positive customer experience.

CUSTOMER SERVICE REPRESENTATIVE (FINANCIAL ACCOUNT)

Concentrix | 2025 – 2026 (1 Year)

- Handled financial accounts, resolved billing and payment concerns, ensured compliance and data accuracy, and provided customer support in a fast-paced environment.

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