



ELA

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support
- Inbound & Outbound Communication (Calls, Email, Chat)
- Sales & Lead Conversion
- CRM Management & Customer Tracking
- Problem Solving & Issue Resolution
- Multitasking & Workload Prioritization
- Data Entry & Record Management
- Communication & Active Listening

TOOLS

- CRM Systems
- Email & Messaging Platforms

Customer-focused Customer Service Representative with 5+ years of experience handling voice, chat, and email support in fast-paced BPO and virtual environments. Proven ability to resolve customer concerns efficiently, manage high-volume interactions, and drive customer satisfaction through clear communication and problem-solving skills. Brings strong expertise in CRM systems, multitasking, and customer engagement, helping organizations enhance service quality, improve retention, and support overall business growth.

WORK EXPERIENCE

CUSTOMER SERVICE AND SALES REPRESENTATIVE

032 Openlook Business Solutions | October 2024 – Present

- Handles inbound and outbound customer interactions via phone, email, and text, resolves service issues, and drives sales through customer engagement and upselling.

VIRTUAL ASSISTANT

Aquafin Swim School | March 2022 – October 2024 (2 Years, 8 Months)

- Managed high-volume communications (calls, emails, texts), maintained records, resolved customer inquiries, and ensured smooth day-to-day operations using CRM and messaging tools.

CUSTOMER SERVICE REPRESENTATIVE

Awesome CX | August 2016 – December 2019 (3 Years, 5 Months)

- Provided phone-based customer support, resolved product and service concerns, and collaborated with teams to improve customer experience and satisfaction.

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