



CHRISTIAN

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Lead Generation
- Appointment Setting
- Customer Service
- Workforce Monitoring
- Real-Time Monitoring & Reporting
- Timekeeping Management
- Email Management
- Calendar Management
- Administrative Support
- CRM Management
- Inbound & Outbound Calling
- Technical Support
- Customer Retention
- Complaint Resolution
- Report Preparation
- Data Entry
- Lead Qualification
- Property Research
- Comparative Market Analysis (CMA)
- Skip Tracing
- Social Media Management
- Client Communication
- Scheduling Coordination

TOOLS

- GoHighLevel (GHL)
- Hootsuite
- Microsoft Office Suite
- Google Workspace
- Google Sheets
- Zoom
- Google Meet

Results-driven Customer Service Professional with 9+ years of experience delivering exceptional customer support across phone, email, chat, and technical support while assisting clients in fast-paced remote and contact center environments. Proven track record of resolving customer inquiries and disputes, providing technical support, handling inbound and outbound communications, maintaining high service standards, supporting customer retention initiatives, and consistently delivering positive customer experiences. Brings strong expertise in customer service, technical support, communication, problem-solving, administrative support, and CRM-related processes, helping organizations strengthen customer satisfaction, improve operational efficiency, and build long-term client relationships.

WORK EXPERIENCE

DISPATCH/WORKFORCE ADMIN

Nastec Security Services | 2025 – 2026 (1 Year)

- Monitored security personnel to ensure schedule adherence and operational efficiency, managed real-time attendance and workforce tracking, maintained accurate timekeeping records, coordinated staff schedules, escalated operational issues to stakeholders, prepared management reports, and gathered supporting documentation for daily operations.

APPOINTMENT SETTER/CUSTOMER SUPPORT

Medi Launch | 2021 – 2025 (4 Years)

- Contacted and qualified leads using GoHighLevel, scheduled appointments, facilitated team meetings through Zoom and Google Meet, handled inbound calls, text messages, and customer inquiries, generated reports using Google Sheets and Excel, gathered customer feedback, and consistently met KPI standards while delivering quality customer support.

GENERAL VIRTUAL ASSISTANT

Rocket Station | 2018 – 2020 (2 Years)

- Managed inbound phone and email support, maintained customer databases, assisted with social media management using Hootsuite, performed lead sourcing and skip tracing, supported real estate administrative operations, conducted property research and comparative market analysis, and created and maintained spreadsheets using Google Sheets.

CUSTOMER SERVICE/TECHNICAL SUPPORT REPRESENTATIVE

ePerformax | 2016 – 2018 (2 Years)

- Provided customer service and technical support through phone, email, and chat, handled inbound and outbound customer communications, resolved complaints and disputes, promoted special offers through outbound outreach, managed account-related concerns, and ensured high levels of customer satisfaction through timely issue resolution.

[CLICK HERE TO
VIEW MORE CANDIDATES](#)



[Click here to:
BOOK AN INTERVIEW](#)