



JOEVEN
 VIDEO INTERVIEW

WORK EXPERIENCE

CHAT SPECIALIST

ECE - Flex | 2024 - 2025 (Current)

- Assisted customers with rent payments, rescheduling, overdue balances, credit line offers, and live chat inquiries while troubleshooting app issues.

BUSINESS COMMUNICATION SPECIALIST

Peak Outsourcing | 2023

- Managed vendor communications, public relations, social media campaigns, and company branding efforts while executing internal and external communication plans.

TEAM LEADER

Peak Outsourcing | 2019 - 2023 (4 Years)

- Led a team through coaching and mentoring, developed business strategies, improved operational performance, and ensured process enhancements.

QUALITY ANALYST

Peak Outsourcing | 2018 - 2019 (1 Year)

- Monitored team performance, ensured quality control, provided feedback, and implemented corrective action plans for error prevention.

CHAT ANALYST

Peak Outsourcing | 2017 - 2018 (1 Year)

- Provided technical support through chat assistance, resolved customer issues via troubleshooting, and ensured seamless system access.

DATA TECHNICIAN (ANCESTRY, E-CRASH, NATGEN, & LIBRE DIGITAL)

SPi Global | 2014 - 2017 (3 Years)

- Managed data entry, document processing, proofreading, report analysis, and work process improvements.

CUSTOMER SERVICE REPRESENTATIVE

Qualfon | 2010 - 2011 (1 Year)

- Assisted customers with inquiries, complaints, product explanations, and issue resolutions to ensure customer satisfaction.

SKILLS/AREAS OF EXPERTISE

- Business Development
- Customer Service
- Finance Management

TECHNOLOGY

- Zoho
- Basecamp
- Canva
- Cliq
- Gatesoft
- Slack
- Google Suite

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