

JOJIE MANUEL



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EDUCATION

Sultan Kudarat State University

2012 - 2016

BS Accounting Technology

SKILLS

SOFT SKILLS

- ✓Customer Service Expert ✓Sales Expert ✓Technical Support Expert
- ✓DATA Entry ✓Administrative Task
- ✓Report Presentation

HARD SKILLS

- ✓Zendesk ✓Slack ✓Outlook
- ✓Avaya (VoIP & Softphone)
- ✓Microsoft Excel ✓Microsoft Word ✓Microsoft PowerPoint
- ✓Google Docs ✓Google Drive

WORK EXPERIENCE

SUBJECT MATTER EXPERT | VXI GLOBAL HOLDING

May 2016 - January 2021

- ✓Monitor and evaluate chats, emails, and calls using QA guidelines and other similar forms that address customer handling skills and product knowledge.
- ✓Handle supervisor escalation and commendation raised by Agents and/ or Management.
- ✓Constantly monitor performance of respective agents/ groups.
- ✓Coach agents to perform and improve on all KPIs (i.e conversion, quality, AHT/CPH/EPH, etc.), meeting all the objectives and performance metrics set as the standards.
- ✓Perform administrative duties.

WORK EXPERIENCE

VXI - CUSTOMER SERVICE SPECIALIST FOR UBER DRIVER

- We Support Uber drivers from the United States & Canada.
- We review their Documents and Requirement to ensure legitimacy.
- Real-Time Assistance while they're engaging with their customers or after the ride.
- We assist them with their payments including the following:
 - Weekly Deposit
 - Daily withdrawal (Powered by Instant Pay)
 - Incentives & Referral bonus
 - Fare dispute for their Rides

VXI - SALES EXPERT IN HERTZ, THRIFTY, AND DOLLAR

- ✓ We assist customers in looking for the best Vehicle for them that would fit into their budget.
- ✓ We support not only in the United States & Canada but also International Customers.
- ✓ We push sales and assume every call to be converted as sold.
- ✓ We assure that we always provide the best Customer Experience while we are pushing for sales.
- ✓ We're providing Customers all the information they needed upon picking up their desire vehicle and the documents they need.

VXI - TECHNICAL SPECIALIST FOR DIRECTV & UVERSE TECHNICAL

- ▢ Knowledgeable of Troubleshooting the following types of equipment from the account:
 - DirectTV Boxes
 - TV (DirectTV & Uverse)
 - Wirings (DirectTV boxes & Ethernet cable)
 - Internet Box
 - Remote (All remotes from DirectTV & Uverse)
 - DirectTV Dish
 - Channel Issues
- ▢ We also provide assistance if the customer wants to add new products or request additional services (Channels, Remotes, DirectTV Boxes, Replacement of Internet Box, wiring replacement, Upgrading their Internet Speed, and Technician Visit) to their existing package.
- ▢ We process order and dispute charges through CRM.

CONCENTRIX - EMAIL EXPERT SPECIALIST FOR HANDY & HOMEADVISOR POWERED BY ANGI

- 📧 We Support both Customers and Professional Contractors.
- 📧 Helping them to select the right service that would fit their needs.
- 📧 We assist Customer with their existing Booking Service in these areas:
 - ◆ Quality of Service they Receive
 - ◆ If the service is Rendered
 - ◆ Replacement of Bookings
 - ◆ Both Check and Credit Card Refund
- 📧 We also make sure that we knowledge their frustration if they have bad feedback with their Providers by unpairing them to make sure they will get different Contractors in their future bookings.
- 📧 These are the following Support we cover for Professional Contractors:
 - ◆ Disputes on their ratings and feedback
 - ◆ Reimbursement of materials they purchase for their customers
 - ◆ Dispute on their Payments, Incentives, and Referral bonus

WALMART.COM CUSTOMER EXPERT

- Order Tracking
- Processing refund and replacement
- Tracking orders from USPS, UPS and FedEx

We assist customer through chat support with their refund, replacement, delay order, lost in transit and lost after delivery concerns. We make sure that we check every order detail to determine what specific resolution may need to resolve the issue.