ALYSSA BIANCA REAL

Davao, Philippines

Dedicated and results-driven professional ans skilled in excellent communication skills, with a proven track record of multitasking abilities. Adept at managing projects, collaborating with teams, and delivering high-quality solutions to meet organizational goals. Strong problem-solving abilities, excellent communication skills, and a commitment to continuous improvement.

WORK EXPERIENCE

Aizah Digital Solutions (Remote) **11/2025 - 05/2026**

HR and Recruitment Supervisor • Full-time **California**

- Directed full-cycle recruitment including job postings, candidate screening, interview scheduling, and onboarding to ensure timely and quality hires.
- Designed and delivered training programs, orientations, and professional development sessions to enhance employee skills.
- Guided managers in performance evaluations and tracked employee growth to support career progression and organizational effectiveness.

Headway.com **01/2024 - 09/2025**

Email Support Specialist

Dedicated Live Email Support Specialist at Headway.com, specializing in billing inquiries and data management.

- Skilled in addressing customer concerns promptly and professionally through email communication.
- Proven ability to resolve billing issues, process payments, and maintain accurate records with strong attention to detail.
- Experienced in healthcare insurance data management, insurance verification, and claims processing across provider-to-patient interactions.
- Proficient in support tools and systems such as Zendesk and Okta, ensuring efficient and effective support interactions.

Walmart.com **06/2022 - 11/2023**

Customer Service Representative

- Skilled in providing exceptional support to online shoppers, resolving inquiries, and ensuring a positive shopping experience.
- Adept at handling high-volume calls, troubleshooting issues, ordering-process and delivering timely solutions.
- Strong communication and problem-solving abilities, with a commitment to maintaining customer satisfaction and loyalty.
- Proficient in using CRM systems and online tools to document interactions and follow up effectively.

Direct TV AT&T **08/2020 - 03/2022**

Customer Service Representative

- Extensive experience in technical support, billing, and account management.
- Skilled in troubleshooting satellite TV and internet issues, handling high call volumes, and maintaining high customer satisfaction.
- Proficient in CRM systems and committed to delivering personalized service and fostering customer loyalty in a fast-paced environment.

EDUCATION

Bachelor of Arts in Political Science College Undergraduate
Rizal Memorial Colleges

Accountancy and Business Manangement Senior High School Graduate
Davao City National High School Davao City