AYCEE MARI PALO

CAREER SUMMARY

Customer Support and Technical Support Specialist with over 10 years of experience in the BPO industry and remote work. Skilled in handling customer inquiries, resolving technical issues, and managing administrative tasks. Known for clear communication, strong problem-solving skills, and the ability to deliver high-quality support in fast-paced and remote environments.

CONTACT

Minalin, Pampanga, Philippines

EDUCATION

Bachelor of Science in Nursing
Lyceum of the Philippines University
2012 - 2015

Bachelor of Science in Nursing
University of the Assumption
2011 - 2012

SKILLS

- Customer Support (Voice & Non-Voice)
- Email & Chat Support
- Technical Troubleshooting (eSIM, Connectivity)
- CRM & Ticketing Systems
- Data Entry & Documentation
- Time Management & Multitasking
- Administrative & Virtual Assistance
- Scheduling & Calendar Management
- Social Media Support

WORK EXPERIENCE

Freelance Virtual Assistant
VAME Ltd.
September 2024 - December 2025

- Provide email and chat support for customer inquiries and technical concerns
- Assist with eSIM activation, connectivity issues, and account setup
- Manage administrative tasks, including data entry and inbox management

Associate Coach
TTEC Holdings Inc
May 2023 – February 2024

- Supervised team performance and supported agents in daily operations.
- Provided coaching, feedback, and handled escalated customer concerns
- Ensured adherence to company policies and service standards
- Maintained high customer satisfaction through effective issue resolution

Customer Service Representative (Voice & Non-Voice)
TTEC Holdings Inc
May 2016 – April 2023

- Handled high-volume customer interactions via phone, email, and chat
- Resolved billing, account, and technical issues efficiently
- Maintained accurate records using CRM and ticketing systems
- Delivered consistent, high-quality customer service

Customer Service Representative (Voice)
iQor Philippines
January 2015 – April 2016

- Assisted customers with product and service inquiries
- Processed transactions and resolved complaints
- Maintained service accuracy and customer satisfaction