# Danilo Niño M. Padayao

Customer Support Specialist

Ozamiz City, Misamis Occidental, Philippines,

## PROFESSIONAL SUMMARY

Customer Support Specialist with over 5 years of BPO experience in voice, email, and chat support, plus recent SaaS support experience specializing in live chat and email. Skilled in billing dispute resolution, order management, technical troubleshooting, and content moderation. Adept at coordinating with engineering teams, third-party sellers, and carriers to resolve complex issues. Experienced in international patient support and virtual assistance, with proven ability to manage high-volume tickets while maintaining empathy, clarity, and process-driven efficiency. Ready to deliver adaptable, customer-focused support in a remote VA role

## WORK EXPERIENCE

### Customer Service Representative

Seoul Guide Medical (via RegalState Agency | February 2026 – June 2026

- Assisted international patients with inquiries, consultations, and bookings across partnered clinics, ensuring clear and empathetic communication.
- Provided customer support through multiple channels, including social media platforms such as Instagram, to address patient concerns and requests.
- Monitored and tracked tickets using Excel, identifying cases without follow-up, categorizing new or urgent complaints, and updating records for assigned consultants.
- Supported operational efficiency by maintaining accurate trackers, flagging delayed or high-priority cases, and ensuring timely escalation to online consultants.

### Support Specialist

RepeatMD | September 2025– February 2026

- Assisted clients and their customers via live chat and email, handling up to 15 new tickets daily alongside pending cases, including subscription cancellations, refund requests, and account inquiries.
- Troubleshot app-related issues, including login errors, missing treatments, discounts not applying, etc., ensuring accurate resolutions for end-users.
- Supported clients with promotional setup, webinar inquiries, and subscription management, coordinating with internal teams when needed.

- Routed escalations such as client subscription cancellations to designated Client Success Managers, ensuring proper handling and follow-up.
- Escalated complex technical issues to the engineering team, collaborating to identify root causes and ensure timely resolutions.

**Content Moderator**

TaskUs | August 2024 – September 2025

- Conducted employer verification through inbound calls, confirming details against their created job postings to ensure accuracy and compliance.
- Researched company legitimacy using online tools such as Google to validate employer information and detect fraudulent or suspicious activity.
- Delivered consistent quality control by combining call-based questioning with non-voice verification processes to maintain platform integrity.

**Customer Advocate**

TaskUs | December 2020 – July 2024

- Assisted customers via phone, email, and live chat with placing orders, tracking deliveries, and resolving order-related issues, successfully handling 50–80 cases per day depending on ticket complexity and volume.
- Processed refunds, replacements, and return requests based on customer needs, ensuring accurate documentation and timely resolution.
- Coordinated with third-party sellers to clarify product details, resolve late deliveries, and address missing information in product listings.
- Liaised with carriers and freight partners to track shipments and investigate delays, reducing escalation rates by resolving most cases at first contact.

**Customer Service Representative**

Alorica | January 2019 – October 2020

- Assisted customers with billing disputes by clarifying charges, processing payments, and setting up payment arrangements to resolve account issues.
- Supported account services including adding new lines and guiding customers through plan or service changes, when requested, to help reduce billing costs.
- Troubleshot technical issues such as internet connectivity and cellular signal problems, providing step-by-step solutions.
- Handled escalations by de-escalating dissatisfied customers and coordinating supervisor support when necessary for unresolved cases.

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## EDUCATION

**Bachelor of Science in Information Technology**

Northwestern Mindanao State College of Science and Technology
Graduated: 2018 | GPA: 1.90 (Philippine Grading Scale)

## SKILLS

- Multi-channel Customer Support: Email, live chat, and phone
- Administrative Tools: Google Workspace (Docs, Sheets, Gmail), Notion, Excel
- Project Management & Collaboration: Asana, Slack
- Customer Engagement & Payment Tools: Intercom, Stripe
- CRM Platforms: Salesforce