GIRLIE EVE GINEZ

Customer Service Representative

SUMMARY

Experience BPO professional with over six years in customer service, technical support, and advertising sales. Skilled in communication, problem solving, campaign management, and administrative support, delivering efficient solutions and ensuring client satisfaction across diverse roles.

WORK EXPERIENCE

Advertising Sales Rep Associate, Accenture **Jul 2023 - Mar 2026**

- Delivered outstanding customer service while maximizing campaign performance
- Identified business opportunities, presented tailored advertising solutions, and supported account management efforts to achieve sales targets.

Technical Support Representative, Teleperformance **Mar 2020 - Apr 2023**

- Identified common issues and provided effective solutions to assist clients in resolving appliance problems.
- Resolved complex technical issues by analyzing system logs and coordinating with engineering teams to implement permanent fixes.
- Utilized CRM software to track support tickets, ensuring timely follow-up and maintaining high customer satisfaction levels.
- Trained new hires on advanced troubleshooting techniques and customer communication protocols, improving team competency.

Customer Service Representative, Inspiro **Oct 2019 - Jan 2020**

- Responded to inquiries regarding product availability.
- Handled inbound calls and emails to verify the status of customers' estimated package deliveries.
- Issued refunds or replacements for lost packages.

Customer Service Representative, ResultsCX **May 2019 - Sep 2019**

- Trained to handle inbound calls for Assurance Wireless, a telecommunication company also known as Obama phone.

EDUCATION

Bachelor of Secondary Education **March 2019**

ICCT Colleges

- Major in English

KEY SKILLS

- Facebook Ads Management
- Customer Support
- Email Management
- Typing Speed
- Multitasking
- Microsoft Excel
- Problem-Solving
- Time Management
- Data Entry
- Quality Assurance
- Attention to detail
- Communication Skills
- Organizational Skills
- Chat Support