JOLLY ANN OTERO

Product Support Associate | Technical Support | Customer Service

Cebu, Philippines

PROFESSIONAL SUMMARY

Customer-focused Product Support Associate with experience in technical support, email and web hosting troubleshooting, domain and DNS management, and customer service across chat, email, and voice channels. Skilled in resolving technical concerns, assisting customers with account and service configurations, and managing complex issues through escalation and resolution. Holds a Bachelor of Science in Business Administration, Major in Marketing, from Cebu Technological University.

PROFESSIONAL EXPERIENCE

NEWFOLD DIGITALS INC.

Product Support Associate
October 2025 – Present

- Troubleshoot customer issues involving email, web hosting, and domain services.
- Manage and update DNS records, including A, CNAME, MX, TXT, SPF, and DKIM.
- Assist customers with email setup, website access, SSL configuration, and domain-related concerns.
- Provide technical support through chat and email, delivering clear and customer-focused solutions.
- Investigate and troubleshoot technical issues while identifying appropriate resolutions.
- Escalate complex technical concerns to the appropriate teams and monitor cases through resolution.
- Maintain a strong focus on customer satisfaction, service quality, and accurate technical support.

Achievement

- Recognized as Top Agent for April for exceptional customer service, technical expertise, and overall performance.

TASKEVERYDAY

Email Support Specialist
July 2024 – July 2025

- Responded to customer concerns related to background-checking services under subscription-based accounts.

- Assisted customers with account and subscription-related inquiries.
- Processed and handled cancellation and refund requests in accordance with company policies.
- Provided clear and professional support through email communication.
- Investigated customer concerns and provided appropriate resolutions while maintaining service quality.

FOUNDEVER

Customer Service Representative – Telecommunications Account
August 2023 - December 2023

- Handled incoming customer calls regarding mobile phone and home internet services.
- Diagnosed and troubleshot technical issues related to telecommunications services.
- Guided customers through troubleshooting procedures and service-related solutions.
- Addressed customer concerns professionally while maintaining a positive customer experience.
- Documented customer interactions and followed established support procedures.

QUALFON

Customer Service Representative – Travel Account
January 2023 - July 2023

- Provided customer support through chat, voice, and email channels.
- Assisted customers with bookings, cancellations, refunds, and itinerary inquiries.
- Handled multiple lines of business while maintaining accuracy and efficiency.
- Resolved customer concerns and provided information regarding travel arrangements.
- Managed multiple customer interactions while maintaining professional and clear communication.

EDUCATION

CEBU TECHNOLOGICAL UNIVERSITY

Bachelor of Science in Business Administration
Major in Marketing
