Nonie Mae Logiber

Davao City, Philippines

Professional Summary

Customer Service Representative with over 3 years of experience providing exceptional support by addressing client inquiries, resolving concerns, and ensuring positive customer experiences. Proficient in account management, order processing, and delivering personalized solutions. Recognized for strong communication, problem-solving, and multitasking skills, with a proven track record of consistently meeting KPIs and enhancing customer retention.

Skills

- Customer support (phone, email, chat)
- Conflict resolution & problem-solving
- CRM systems (Zendesk, Gorgias, Shopify, Upscribe, Recharge, Hubspot)
- Order processing & account management
- Time management & multitasking
- Team collaboration & communication

Work Experience

SixEleven Global Services – Customer Service Associate/Email support

September 2013 – March 2016

Job description: Assist customers via phone, email, and chat with placing orders, tracking shipments, and addressing product-related inquiries.

Conectys – Customer Service Representative

February 2017 – April 2020

Job description: Assist customers via phone, email, and chat with order placement, shipment tracking, and product-related inquiries.

Concentrix – Content moderator

May 2020 – June 2022

Job description: Review and filter social media posts to ensure compliance with Meta guidelines.

Peak Support – Email Concierge

July 2022 – April 2023

Job description: Support clients by providing article status updates and resolving publication issues.

RYZE Superfoods – Customer Service Representative/Subject Matter Expert

May 2023 – Present

Job description: Provide customer support through email by handling shipment tracking, order status updates, and product-related inquiries. I also support fellow representatives in resolving customer concerns and escalate unusual or complex issues when necessary.

Education

Bachelor of Science in Geodetic Engineering – Saint John Paul II College of Davao
Graduated: 2019

Additional Information

- Languages: English (fluent), Filipino (native)