

Jayjay Himor

Dedicated and experienced customer support representative who aims to work in a new company where I can share my knowledge and gain additional skills that can be used to achieve company goals and objectives. Looking for a job outside of customer service. E.g. Virtual assistant.

www.linkedin.com/in/jayjay-himor-985341219/

EXPERIENCE

AZOVA BP CORP, Utah (Remote) — *Customer Support Representative*

March 2022 - May 2024

Answers inbound calls and assists customers who need product and technical support. We also help customers book virtual COVID testing and telemedicine/telehealth appointments. In special cases, outbound calls are also made if deemed necessary.

AZOVA BP CORP, Utah (Remote) — *Laboratory Escalations Specialist*

August 2022 - May 2024

Tracks progress and updates respective departments regarding the progress of the customer specimen processed by partner laboratories.

AZOVA BP CORP, Utah (Remote) — *Lead Generation (Ad hoc)*

October 2022 - May 2024

Processes the applications of US healthcare professionals who applied through Indeed and adds them to our network.. (e.g., physicians, nurse practitioners, behavioral health providers, etc.)

Teleperformance, Mandaluyong (Remote) — *Customer Support Representative*

Helps customers troubleshoot issues with their mobile devices and data plans (BOOST MOBILE)

EasyVisualsPH, Laguna (Remote) — *Jewelry Photo Editor*

Enhances jewelry photos using Adobe Photoshop and Lightroom tools, which are uploaded to the company's e-commerce website.

References available upon request.

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SKILLS

Customer Support
Product Support
Technical Support
Email Support
Outbound/Inbound Call
Laboratory Escalations
Troubleshooting
Product Sales
Bookings
Photography
Photo Editing
Video Editing

EDUCATION

AMA Computer Learning
Center - Tertiary
Diploma in *Information
Technology*

Liceo De San Pablo -
Secondary

Bagong Bayan
Elementary School -
Elementary

LANGUAGES

English, Filipino/Tagalog