



FERN JAY BOLONGON

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Inbound/Outbound Calling
- Cold Calling
- Customer Service Support
- Sales Support
- Appointment Setting
- Chat/Email Support
- E-commerce Optimization
- Data Entry
- Lead Generation
- Email Management
- Calendar Management
- Administrative Support

TOOLS

- | | |
|------------------------|------------|
| Monday.com | Slack |
| Zoho CRM | Call Tools |
| Canva | Skype |
| Shopify | Asana |
| eBay | Samson |
| Notion | Nextiva |
| Amware360 | |
| Gladly | |
| Zendesk | |
| Intercom | |
| Microsoft Office Suite | |
| Google Workspace | |

PERSONAL PROFILE

I'm a **customer service** professional with 5 years of experience in inbound and outbound support, focused on building strong connections and solving problems efficiently. Over the past year, I've gained experience as an intake specialist, handling client interactions and scheduling, and as an e-commerce specialist, managing online sales and customer inquiries. I enjoy helping customers and taking on new challenges in fast-paced environments.

WORK EXPERIENCE

E-COMMERCE SPECIALIST

[32 Degrees](#) | 2023-2024

- Manage online store operations, including product listings and inventory.
- Handle customer inquiries and provide support.
- Process orders and ensure timely delivery.

INTAKE SPECIALIST

[The Lake Law Firm and IRS Plus](#) | 2023 – 2024

- Conduct initial client interviews and gather necessary information.
- Collect and verify client documents for processing.
- Schedule appointments and ensure timely follow-up with clients.

COACH/SUPERVISOR

[Teleperformance \(TMobile\)](#) | 2021 – 2023

- Monitor team performance and ensure targets are met.
- Provide coaching and support to improve skills and productivity.
- Handle escalations and maintain high-quality service standards.

ACCOUNT EXPERT/CUSTOMER SERVICE REPRESENTATIVE

[Teleperformance \(TMobile\)](#) | 2019 – 2021

- Assist customers with inquiries, account issues, and product/service information.
- Resolve complaints and provide effective solutions promptly.
- Process transactions, payments, and account updates accurately.
- Build rapport with customers to ensure satisfaction and loyalty.

EDUCATION HISTORY

LOURDES COLLEGE

- Bachelor of Science in Hotel and Restaurant Management
2014 – 2018