

Allyssa Mae Pontillas

Personal Info

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Address:

Goa, Camarines Sur, 4422 (PH)

Skills

Customer Service



Technical Support



Admin Tasks



Wordpress



QA



Professional Summary

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention. Actively seeking a customer service role where I can utilize my education and experience to add immediate value to an organization.

Seeking for a Position where I can utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

To contribute in the future successes of a highly- motivated, forward-looking company that offers opportunities for personal and professional development.

Self motivated, patient, hard worker and willing to learn and improve my skills to better help the company.



Employment History

Virtual Assistant, IBS.

Jul. 2021 - Present

- Answer calls and gather information and send documents to clients (service order agreement, proposal/quote)
- Create and manage websites
- Dispatch technician. Look for a technician and dispatch it to the clients location

RINGCENTRAL - QUALITY ASSURANCE ANALYST I.

Dec. 2020 - Jun. 2021

- Responsible for doing quality, biased and hygiene audits for all LOBs
- Achieve daily, weekly and monthly quality monitor goals in accordance with allocation requirement
- Review DSATs through survey comments, case investigation and call reviews
- Responsible to conduct VoC closing the loop with DSAT customers
- Provide constructive detailed feedback to the employee through written, coaching and team huddles
- Publish team level analysis and agent level analysis from transaction monitors, QRM call outs and DSAT RCAs
- Attend or conduct calibration sessions with co-QAs • Investigate escalations and publish findings
- Conduct QA Talk for new hires

RINGCENTRAL – TECHNICAL SUPPORT REPRESENTATIVE.

Nov. 2019 - Dec. 2020

- Apply knowledge of the company's services, VOIP technology, and networking hardware and software. Provide technical support to customers. Understand network architecture required to support VoIP services. Recommend network hardware, software, and design elements. Answer technical questions, seek technical problems, and suggest appropriate workarounds. Provide quick and accurate handling of support interactions – phone, chat, screen sharing & email.

- Handle and resolve customer inquiries, questions, complaints, and billing concerns with the highest degree of courtesy and integrity utilizing all resources available given to Tier 1 Representatives.
- Offer alternative solutions when appropriate if the issue is beyond the representative's training and scope of responsibility with the objective of resolving the customer's concerns.

TELETECH – Tier 2 CUSTOMER SUPPORT REPRESENTATIVE.

[Aug. 2018 - Oct. 2019](#)

- Serve as an escalation support for inbound, web and email cases
- Manage cases in Social Media like Twitter, Facebook and Instagram
- Handle and resolve customer inquiries, questions, complaints, and billing concerns

with the highest degree of courtesy and integrity utilizing all resources available given to Tier 2 Representatives.

- Handle real time alerts for internal assisting partners

TELETECH – Tier 1 CHAT SUPPORT REPRESENTATIVE.

[May. 2018 - Aug. 2018](#)

- Handles chat support cases for DoorDash

CONVERGYS – Tier 2 CUSTOMER SUPPORT REPRESENTATIVE.

[Nov. 2016 - Dec. 2017](#)

- Serve as an escalation support for inbound order processing
- Assist merchant for any concern related to US Cellular

CONVERGYS – Tier 1 CUSTOMER SUPPORT REPRESENTATIVE.

[May. 2016 - Nov. 2016](#)

- Provide quick and accurate handling of support interactions over the phone
- Handle and resolve customer inquiries, questions, technical complaints, and billing concerns with the highest degree of courtesy and integrity utilizing all resources available given to Tier 1 Representatives.



Education

PARTIDO STATE UNIVERSITY, Camarines Sur, Goa

[Bachelor of Science, Information Technology, Mar. 2016](#)