

RACHEL MARIE SIMBAJON

CUSTOMER / TECHNICAL SUPPORT AND
VIRTUAL ASSISTANCE



CONTACT

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Imus, Cavite, Philippines

SKILLS

- Customer Relationship Management
- Communication at the Front Desk
- Visitor Registration and Appointment Scheduling
- Multitasking and Effective Time Management
- Adaptability in High-Speed Environments
- Data Entry and Record Maintenance
- Conflict Resolution Skills

CERTIFICATIONS

- Virtual Assistant Training, Amazon Level 3 (October 2024)
- Go High Level Course (November 2024)

REFERENCE

Peregrine Rivera
perdirivera@gmail.com

Jenny Jane Siscar
jenny.siscar@ttec.com



PROFILE

I am a customer support and technical assistance professional with a strong background in healthcare, telecommunications, and virtual assistance. With proven skills in CRM management, email handling, and issue resolution across various platforms, I bring adaptability, clear communication, and a customer-first mindset to every role I take on.



WORK EXPERIENCE

Concentrix Customer — Customer Care Representative

November 2023 – September 2024

- In my position, I effectively managed both chat and email support, ensuring that customer inquiries were addressed and resolved swiftly. This role required not only answering questions and concerns but also maintaining a high level of professionalism and empathy in every interaction. I was responsible for overseeing reports, which demanded careful attention to detail for accurately tracking and analyzing customer feedback and service metrics. Furthermore, I collaborated closely with other departments to share insights and implement best practices, fostering a culture of continuous improvement. A crucial aspect of my role was ensuring customer satisfaction, which I achieved by responding to feedback and continually refining support processes. This position required strong communication skills and the ability to multitask, as I balanced direct customer interactions with administrative duties. Ultimately, my contributions led to a more efficient support system, increased customer loyalty, and a more cohesive and knowledgeable support team. Through collaboration and commitment, we consistently surpassed performance targets and established new standards for excellence.



WORK EXPERIENCE

Cambria Change Healthcare — *Product Support Specialist (Seasonal)*

April 2023 – October 2023

- In my role, I effectively delivered Level 1 technical support, ensuring that pharmacists received the assistance they needed to address any technical issues they encountered. My primary responsibility was to offer prompt and accurate support, which involved diagnosing problems and providing solutions to enhance their workflow. I worked closely with pharmacists, understanding their specific needs and challenges, and offered guidance on how to navigate technical difficulties. Additionally, I provided assistance for any policy-related questions they had, ensuring that they clearly understood the guidelines and procedures in place. This support was crucial in helping pharmacists maintain compliance with regulations and deliver quality service to their clients. I took pride in my ability to communicate complex technical concepts in a straightforward manner, making it easier for pharmacists to implement solutions effectively. My approach was always patient and supportive, fostering a sense of trust and reliability. By offering timely responses and thorough assistance, I contributed to a more efficient and streamlined operation within the pharmacy. Ultimately, my goal was to empower pharmacists to overcome obstacles and focus on their primary mission of providing exceptional care to patients.

TPG Telecom — *Technical Support Case Manager*

April 2022 – March 2023

- Resolved connectivity issues for residential and business customers via phone and chat. Guided users through diagnostics and troubleshooting to restore internet, phone, and modem functionality. Identified upselling opportunities for higher-tier plans and services based on user needs. Documented customer interactions accurately using CRM tools. Collaborated with backend teams to resolve complex issues. Delivered personalized service with follow-ups to ensure satisfaction. Met performance metrics for resolution, handling time, and customer satisfaction. Assisted new agents with coaching and best practices. Participated in team meetings for performance goals and updates. Adapted to new tools and software quickly. Contributed to process improvements with feedback on technical issues. Received commendations for professionalism during escalations. Helped develop training materials by sharing troubleshooting insights. Stayed updated on service plans and features for accurate support.
- Analyze technical problems related to internet, VoIP, NBN, and mobile services. Guide customers through advanced troubleshooting steps.
- Use clear, professional communication via phone, email, and case updates to explain technical issues and solutions to both technical and non-technical users.



WORK EXPERIENCE

Telstra, Powered by Teletech — *Technical Support Representative*

November 2018 – October 2021

- Managed inbound technical inquiries, including billing, outages, and plan upgrades, providing troubleshooting and follow-ups. Promoted service enhancements to improve client packages. Used CRM tools to track tickets and escalate issues when necessary, consistently meeting service targets. Handled diverse customer personalities with effective communication. Worked with other departments to ensure smooth service transitions and reduced wait times. Attended regular training for updated product knowledge. Demonstrated multitasking by managing high call volumes with accuracy. Supported residential and small business clients with customized solutions. Mentored junior agents and identified trends to improve service processes. Maintained professionalism during high-pressure interactions.
- Respond to customer questions related to Telstra products, plans, and services.
- Use diagnostic tools to identify service issues remotely.
- Log faults and escalate unresolved issues to Tier 2 or field technicians when necessary.

Callmax Solutions, Inc. — *Lead Generation Specialist/ Amazon Coordinator*

May 2016 – September 2018

- Designed and implemented outbound email campaigns targeted at specific niche markets. Oversaw Amazon product listings, tracked performance, and performed ongoing optimizations. Ensured product details and images were accurate, resulting in increased click-through and sales rates. Supported clients with product data updates and bulk uploads. Collaborated effectively with the marketing team to ensure campaign objectives aligned with overall business goals. Executed A/B testing for email subject lines and content to boost engagement rates. Delivered comprehensive performance reports and insights to stakeholders, enabling informed decision-making.
- Qualify leads based on target criteria and gather accurate contact information.
- Support day-to-day operations of Amazon store including product listing, inventory updates, and pricing adjustments.
- Ensure compliance with Amazon policies and guidelines.
- Conduct keyword research and optimize product listings for better visibility and sales.
- Research and identify potential clients through various platforms (LinkedIn, email lists, directories, etc.)
- Monitor inventory levels, coordinate with the supply chain or warehouse team to avoid stockouts or overstock.



WORK EXPERIENCE

Hyatt Regency Hotel and Casino — *Hotel Service Officer / Public Attendant*

September 2011 – March 2014

- I handled front desk operations where I welcomed guests, managed check-ins, and made sure their needs were met with a smile. I also helped prepare meeting agendas, kept records organized, and made sure our common areas were safe and tidy. Working closely with housekeeping and the front office team, I supported VIP bookings, special events, and responded quickly to guest requests. I made sure every guest felt heard by documenting feedback and interactions—and even trained new staff to keep our service smooth and consistent. My goal was always to create a warm, professional environment that made people feel at home.
- To help us improve even more, I set up a guest feedback system so we could adjust services in real time. I also spotted patterns in the feedback that helped shape staff training and development. One project I led was digitizing our guest records, which made things faster and easier for the whole team. I also loved attending hospitality workshops to bring in fresh ideas and keep our standards top-notch. I took pride in being a warm, reliable point of contact for guests, always aiming to make their stay more comfortable and memorable.
- I process payments using various methods, prepare bills and invoices, and make sure all financial transactions are accurate. I coordinate with housekeeping and maintenance to ensure rooms are ready for arrival, and I communicate effectively with other departments to ensure seamless service.
- Coordinate with housekeeping and maintenance teams for room readiness.
- Follow hotel policies regarding confidentiality and data protection.



EDUCATION

Associate in Hotel and Restaurant Management



Montessori Professional College
2007-2009