

# SHANIAH LAGBAS

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## PROFESSIONAL SUMMARY

Dedicated and award-winning Customer Service Professional with 3+ years of experience in eCommerce and telecom industries. Strong background in issue resolution, order and billing support, and CRM platforms like Zendesk. Skilled in client communication, upselling, and data-driven support. Equipped with IT and virtual assistant certifications, currently enhancing skills in Data Analytics. Eager to contribute to innovative SaaS, tech, or BPO companies.

## CORE COMPETENCIES

Zendesk & CRM Tools	Customer Satisfaction (CSAT)	Process Improvement & Reporting
Order & Billing Support	Upselling & Retention Tactics	SLA & KPI Management
Refunds & Replacement	Multichannel Support (Chat, Email, Call)	Technical Troubleshooting
Processing & Data Entry		Data Analytics (In Progress)

## PROFESSIONAL EXPERIENCE

### AWESOME CX

August 2022 – April 2025

**Customer Service Representative** | *eCommerce Brand Support*

- Managed 60+ daily Zendesk tickets covering missing, damaged, or delayed orders.
- Achieved and maintained a 95%+ CSAT score, recognized as a top performer.
- Resolved billing inquiries, processed refunds, and handled member complaints.
- Contributed process improvements to reduce ticket volume by 15%.
- Awards & Recognition:
  - Highest Customer Satisfaction Rate Awardee (February, March, April 2024, and April 2025)
  - Top Performer – November 2024
  - Best Trainee – Training Batch Recognition (August 2022)

### VXI Global Holdings Inc.

October 2021 – March 2022

**Account Associate** | *Telecom Account – Call & Sales Support*

- Boosted sales by closing an average of 5 cable, internet, and mobile plans per week
- Scheduled technician visits and provided first-level troubleshooting over calls.
- Resolved billing and service complaints with a focus on customer retention.
- Exceeded team performance metrics in resolution speed and upselling.

## EDUCATION & CERTIFICATIONS

### Bachelor of Science in Information Technology

Davao Oriental State University | 2018 – 2022

### General Virtual Assistant

DICT

### Building Web Applications in PHP

Coursera | Issued May 2022

### Information Technology Specialist

Acer | Issued May 2022

### Computer Systems Servicing NC II

TESDA

## TRAINING

**Data Analytics** – Coursera (In Progress)

## TOOLS

Zendesk	Adobe Photoshop	Netbeans
Slack	Microsoft Office Suite	SproutSocial
Gmail	HTML5	Wix
Zoom	Java	Wordpress
Canva	CSS5	SQL
Capcut	Trello	