

KHRISCIAN JADE YAO

VIRTUAL ASSISTANT

TECHNICAL SUPPORT

CUSTOMER SERVICE



PROFESSIONAL SUMMARY

I have a combined 10 years of experience in Technical Support, Customer Service, and as a Support Officer in the Business Process Outsourcing industry.

I have a recent extensive training to equip myself of Virtual Assistance and SEO skills.

CORE COMPETENCIES

- Process and Procedures Improvement
- Search Engine Optimization
- General Virtual Assistance
- Content Creation
- Social Media Management
- Research
- Customer Service and Technical Support
- Data Entry
- Email and Calendar Management
- Excellent in oral and written communication skills both in English and Filipino.
- Microsoft Office including advanced knowledge in Excel.
- Google Apps including Docs

REACH ME AT:

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Number: +63 945 891 5410

LinkedIn:

www.linkedin.com/in/khristianyao

PROFESSIONAL HISTORY

PRODUCT SUPPORT AGENT

CLICKPAY | REALPAGE VENDOR CREDENTIALING

RealPage Inc. | 16 September 2019 - Present

- Managing payment profiles of residents, including adding/editing payment options and resetting passwords.
- Submitting one-time payments and setting up automatic payments.
- Assisting Vendors to be compliant with Property Management companies' requirements regarding insurance policies and other legal documents.

SUBJECT MATTER EXPERT

PIXEL | GOOGLE PLAY

Sykes Asia Inc. | February 2017 - August 2019

- Tasked with training and leading the Pixel Tech SMEs in regards to client process, procedures, and policies.
- Training agents and officers on new products, policies, and procedures, including refresher training.
- Collecting case samples for unusual issues, and gathering data regarding possible emerging issues and challenges with policies and procedures.
- Attending weekly sync(meeting) to discuss possible emerging issues. We discuss needed data to be collated for future samples, to be sent to engineering for verification and a possible fix.
- Attending weekly sync with Support Experts and SMEs from other vendors to discuss process, policies, and procedures improvement.
- Approving or denying escalated exception requests from other SMEs. Approving when a case needs to be further escalated to Support Experts
- Handling executive and social media escalations as an ad hoc task endorsed by SEs.
- Working closely with SMEs from other LOBs regarding process, policies, and procedures improvement.
- Helping the partner team lead with coaching the agents, especially for negative surveys. Entertaining consults from agents and other officers.

ACADEMIC BACKGROUND

NEW ERA UNIVERSITY

Undergraduate | 2010

Bachelor in Secondary Education – Major in Filipino

Reached Third Year
Filipino Club Secretary
ROTC Cadet Officer

CHARACTER REFERENCES

MANSOR BANDALI

RealPage Inc. | Team Leader

0917 312 7113

FINZY AUBREY LAUREN DAGUMBOY

Sykes Asia Inc. | Process Lead

0908 888 8446

PROFESSIONAL HISTORY

TECHNICAL SUPPORT REPRESENTATIVE PIXEL | NEXUS

Sykes Asia Inc. | January 2016 – February 2017

- Handled Hardware Order Management and Technical Support for Nexus and Pixel phones.
- Provided best effort assistance for other free Google Products e.g. Gmail, Google Maps, Google Photos etc.

CUSTOMER SALES ASSOCIATE VERIZON FIOS

Afni Philippines Incorporated | October 2014 – October 2015

- Handled end-to-end support from Sales to Cancellations, including billing and basic technical support. Assisted customers with billing inquiries and disputes. Offering customers to rightsize, upgrade their current plans or packages, and to renew the contract early for additional promotions.

WORKFORCE MANAGEMENT AGENT (RTA)

Stream Global Services. | 2012-June 2014

- In charge of Intraday workforce management across sites that support the account.
- Preparing hourly, daily, and monthly reports regarding attendance, Service Level, AHT, and other stats.
- Working closely with the operations team to monitor and manage staffing. Soliciting OTs and VTOs as needed.
- Taking in calls for the sick line.

TECHNICAL SUPPORT REPRESENTATIVE AOL.

Stream Global Services. | 2011-2012

- Provided technical support for Aol's all-in-one software which is utilized as an email client, browser, internet connection, and chat.

CUSTOMER SERVICE ASSOCIATE DIRECTV

Convergys | Feb 2010 - Dec 2010

- Handled Billing and General Inquiry contacts for DirecTV.
- Offering customers to rightsize or upgrade their current plans or packages.