



JOIZA MAE ROTAS

Bacolod City, Philippines

Phone: 0950-791-0339 | Email: rotasjoiza@gmail.com

SUMMARY

Dedicated and detail-oriented Customer Support professional with 6 years of experience handling chat, email, phone, and text inquiries. Proven ability to resolve customer concerns efficiently while maintaining high satisfaction. Skilled in multitasking, communication, and problem-solving in fast-paced environments.

WORK EXPERIENCE

Senior Customer Service Representative

September 2025 - April 2026

Friday Plans SEZC

- Handled high-volume customer inquiries via chat, email, and inbound calls
- Resolved issues efficiently while maintaining excellent customer satisfaction
- Provided accurate information and timely solutions

Customer Support Associate

May 2024 – July 2025

Pomelo Group of Philippines Inc.

- Delivered exceptional customer service across multiple channels
- Used Zendesk and Intercom to manage and track customer interactions
- Collaborated with team members to improve support processes

Customer Service Representative

July 2023 – May 2024

Teletech-Bacolod

- Managed customer concerns with professionalism and empathy
- Assisted in onboarding and training new team members
- Consistently met performance and quality targets

Team Leader

November 2022 – July 2023

Focus Direct Inc.

- Led and coached a team of customer service representatives
- Monitored performance and improved team productivity
- Acted as liaison between management and staff

Customer Service Representative

November 2019 - November 2022

Focus Direct Inc.

- Handled multi-channel customer support (calls, chat, email)
- Maintained high customer satisfaction ratings
- Assisted in reporting and process improvements

SKILLS

- Customer Service & Support
 - Excellent English Communication
 - Problem Solving
 - Multitasking
 - Sales & Upselling
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TOOLS

- Zendesk
 - Intercom
 - Slack
 - Microsoft Teams
 - Zoom
 - Notion
 - Retool
 - Veriff
 - Commander
 - CST
 - Whale
 - Grand Central
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EDUCATION

Diploma in Business Management

College of Arts and Sciences of Asia and Pacific (CASAP)

2015 – 2017

LANGUAGES

- English (Advanced)
 - Tagalog (Fluent)
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CHARACTER REFERENCES

Kheya Paula Oreta

Email: kheyaoreta@gmail.com | Phone: 0981-054-9396

Christine Joy Caburatan

Email: cjcaburatan17@gmail.com | Phone: 0995-261-7025