

# LOUIE JAY GUAZON

☎ 09761788861 | ✉ Ljguazon@gmail.com

## PROFESSIONAL SUMMARY

Dedicated and results-driven professional with 6+ years of experience in customer service, technical support, sales, financial services, and logistics. Strong English communication skills with expertise in data entry, customer relations, problem-solving, and Microsoft Office applications. Highly organized, detail-oriented, and capable of working independently in a virtual environment.

## CORE SKILLS

- Excellent Written & Verbal English
- Customer Service & Client Support
- Data Entry & Record Management
- Microsoft Word, Excel & PowerPoint
- Internet Research
- Technical Support & Troubleshooting
- Canva expertise
- Time Management & Organization

## WORK EXPERIENCE

**ASURION** – Technical Support / Sales Representative  
*Dec 2025 – Apr 2026*

**IQOR (Bell Canada)** – Senior Customer Service Representative (Chat/Tech Support)  
*Oct 2024 – Apr 2025*  
• Top Agent Across All KPIs

**IQOR (Frontier Airlines)** – Senior Customer Service Representative (Chat/Tech Support)  
*Apr 2024 – Oct 2024*

**TeleTech (Verizon)** – CSR II Billing & Technical Support  
*May 2023 – Dec 2023*

**IQOR (Capital One Financial)** – Senior Customer Service Representative  
*Jun 2019 – Mar 2023*  
• Financial Expert Elite Rank #9 (2022)  
• Top Associate for Customer Service (NPS) – 2020

**Transcom (UPS Logistics)** – Customer Service Representative  
*May 2017 – Feb 2019*

## **EDUCATION**

### **Bachelor of Science in Information Technology (BSIT)**

Iloilo Science and Technology University (ISAT-U)

2013 – 2017

## **ADDITIONAL QUALIFICATIONS**

Strong experience in customer account management, documentation, data entry, logistics support, chat/email support, and handling sensitive customer information. Proven ability to meet performance targets while delivering exceptional customer service