



KRISTINE MAE TUMAMPOS TIAMZON

Operations Support | Customer Service | Administrative Professional

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English | Filipino | Basic Korean (Reading & Writing)

PROFESSIONAL SUMMARY

Results-driven customer service and operations professional with over 5 years of experience in customer support, content moderation, administrative coordination, and team leadership. Successfully handled two pioneering financial accounts while leading a team of 20 agents and earned recognition as a Top Team Leader for achieving the highest CSAT performance. Skilled in CRM systems, workforce management tools, escalation handling, and process coordination within fast-paced operational environments.

CORE COMPETENCIES

- Customer Service & Client Relations
- Operations Support & Coordination
- Team Leadership & Coaching
- Administrative Support
- Content Moderation
- Email & Live Chat Support
- Conflict Resolution
- CRM & Workforce Tools
- Problem Solving & Multitasking
- Documentation & Reporting

TOOLS & PLATFORMS

- Google Docs, Google Sheets, Google Slides, Gmail, Google Calendar
- Workday, Maestro, IEX Webstation, Timewarp, Agent Connect
- Webex, Zoom, Discord, Gemini, WPS Office, SRT

PROFESSIONAL EXPERIENCE

Team Leader – Pioneer Account

Lizardbear Tasking Inc. | September 2025 – Present

- Managed operations for two pioneering financial accounts while maintaining operational efficiency and service quality.
- Led and coached a team of 20 agents to consistently achieve performance goals and customer satisfaction targets.
- Recognized as Top Team Leader for achieving the highest CSAT team performance.
- Handled escalations, monitored KPIs, and implemented coaching strategies to improve team productivity.
- Prepared operational reports and collaborated with management to support process improvements.

Live Chat Support Agent

Lizardbear Tasking Inc. | May 2025 – September 2025

- Provided real-time customer support through live chat in a fast-paced environment.
- Resolved account, payout, technical, and policy-related concerns professionally and efficiently.
- Managed multiple customer interactions simultaneously while maintaining high satisfaction ratings.

Content Moderator

Lizardbear Tasking Inc. | March 2022 – May 2025

- Reviewed digital content for policy compliance and platform safety standards.
- Identified fraudulent, abusive, and policy-violating content with strong attention to detail.
- Applied analytical thinking and sound judgment while handling sensitive moderation tasks.

Contact Center Associate – Email Support

Global Integrated Contact Facilities Inc. | July 2020 – December 2021

- Handled customer inquiries, complaints, and claims through email support channels.
- Researched and resolved customer concerns using internal tools and company procedures.
- Maintained accurate records and escalated priority issues appropriately.

Administrative Coordinator

Hotel Management Institute of the Philippines | July 2019 – July 2020

- Coordinated administrative operations, training schedules, and billing documentation to support daily organizational activities.
- Prepared reports, meeting minutes, memos, purchase requests, and other operational documents.
- Assisted in organizing TESDA training programs and assessment preparation activities.
- Maintained organized records and ensured timely completion of administrative requirements.
- Supported internal coordination between departments to improve operational efficiency and workflow organization.

EDUCATION

Bachelor of Science in Hospitality Management, Cum Laude

Polytechnic University of the Philippines – Sta. Mesa, Manila
2015 – 2019

TRAININGS & CERTIFICATIONS

- Six Sigma White Belt Certification – September 2025
- Fraud Fighter Certification – November 2024
- Talent Acquisition Preparatory Training – February 2024
- Team Leader Preparatory Training – February 2024
- Basic Occupational Safety and Health Training – February 2020
- Civil Service Eligibility (PD 907 – Honor Graduate), CSC-NCR