



# DALLEN CHAPOCO

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## SKILLS

- Social Media Management (Facebook, Instagram, TikTok)
- Content Creation (Canva, Adobe Photoshop)
- Customer Support & Community Management
- Calls Email & Chat Support (Zendesk, Amazon Connect)
- Content Moderation & Policy Enforcement
- Google Workspace (Docs, Sheets, Drive)
- Data Entry & Administrative Support
- Problem Solving & Escalation Handling

## TOOLS AND SOFTWARE

- Zendesk
- Slack
- Amazon Connect
- Google Workspace
- Adobe Photoshop
- Canva
- Capcut

## ABOUT ME

I am a committed and customer-oriented professional with 5 years significant expertise in communication, managing customer calls and inquiries, and providing smooth solutions. I thrive on comprehending customer requirements, addressing issues effectively, and fostering positive experiences through clear and professional communication. With a problem-solving approach and the capacity to remain composed under pressure, I am dedicated to delivering outstanding service and enhancing customer satisfaction.

## WORK EXPERIENCES

**2022–2025**

**Customer Service Representative Level II**

TaskUs – Lizard Bear Tasking Inc.

- Managed high-volume interactions across digital channels (call, chat, email, and messaging platforms)
- Responded to customer inquiries, comments, and concerns with professionalism, ensuring positive brand experience.
- Handled escalations and sensitive issues, protecting brand reputation and maintaining customer trust.
- Improved response time and customer satisfaction through efficient communication and problem-solving.
- Collaborated with internal teams to streamline workflows and enhance customer experience.
- Ensured consistent adherence to brand voice, company policies, and service standards.

**2021–2022**

**Content Moderator (Social Media Content & Community Safety)**

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- Reviewed and moderated user-generated content across social media platforms.
- Enforced community guidelines to maintain a safe and positive online environment.
- Identified and removed harmful, spam, or inappropriate content to protect brand integrity.
- Demonstrated strong attention to detail in evaluating posts, comments, images, and videos.
- Supported platform health by ensuring compliance with content policies and standards.

## EDUCATION

**System Plus College Foundation 2009–2013**

Bachelor of Science in Information Technology