
Administrative Operations & HR Support Professional | Virtual Assistant | SME | Technical Support

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PROFESSIONAL SUMMARY

Customer and technical support professional with 8+ years of experience across technology-enabled food delivery, telecommunications, mobility, healthcare, and BPO accounts. Offers 5+ years of remote experience (2021-2026) and a strong background in live chat, email, phone, billing, troubleshooting, ticket resolution, escalations, and back-office support. Progressed into SME and assistant team leadership responsibilities, including agent coaching, quality monitoring, workload coordination, and client reporting. Recognized for clear English communication, adaptability, accurate documentation, and calm performance in fast-paced environments.

CORE QUALIFICATIONS

- Live chat, email, phone, and ticket-based customer support
- Concurrent queue management, prioritization, and SLA awareness
- Technical troubleshooting, account support, billing, and dispute resolution
- Agent assistance, coaching, mentoring, quality review, and performance monitoring
- Escalation handling, case ownership, customer education, and follow-up
- Remote collaboration, cross-functional coordination, reporting, and documentation

SUPPORT TOOLS

Hands-on: Zendesk, Salesforce, Okta, Slack, Microsoft Word, Excel, Outlook, PowerPoint, Monday.com, Calendly, Natama, Smartcare

Adaptable to: Intercom, Notion, Freshdesk, HubSpot, Zoho CRM, Google Workspace, Asana, Trello, ClickUp, and other client-specific help desk and remote-work platforms

PROFESSIONAL EXPERIENCE

Account Coordinator | Aya Healthcare BPO Inc. Account | Mar 2025 - Jun 2026 | *Part-Time, Contract-Based, Remote*

- Monitored daily work queues, pending cases, and task completion to support timely resolution and consistent service delivery.
- Prepared and maintained reports, trackers, and account files for operational visibility, leadership review, and compliance-sensitive workflows.
- Escalated urgent concerns, clarified process gaps, and coordinated with remote team members to maintain quality and client satisfaction.

HR Specialist and Administrative Support | P2 Home Care Solutions LLC Account | Jan 2024 - Mar 2025 | *Contract-Based, Remote*

- Managed employee documentation, onboarding files, workforce records, and HR follow-ups in a remote home-care support environment.
- Coordinated applicant screening, interviews, hiring, onboarding, and end-of-contract documentation in line with internal procedures.
- Led weekly updates with HR, supervisors, and managers to resolve staffing, documentation, and operational concerns.

Subject Matter Expert and Assistant Team Leader | Tattva / The Human Factor | Oct 2021 - Dec 2023 | *Remote*

- Handled and monitored email support tickets while assisting agents with case resolution, process questions, and escalations.
- Coached agents through documented feedback, mentoring, and corrective guidance to improve service quality and productivity.

- Tracked incoming contacts, team output, SLA performance, and operational concerns; escalated issues requiring client or management action.
- Prepared and presented daily performance and service-level reports to the client and director.

PROFESSIONAL EXPERIENCE CONTINUED

Back of House Specialist | TTEC / Teletech - DoorDash | May 2020 - Oct 2021

- Supported DoorDash customers, drivers, and stores through chat, email, and phone channels for billing, delivery, and account-related concerns.
- Reviewed disputes, gathered case information, completed outbound follow-ups, coordinated resolutions, and documented all actions accurately.
- Managed a high-volume support queue while balancing response quality, case ownership, and turnaround expectations.

Subject Matter Expert and On-Site Support | TTEC / Teletech | Jun 2019 - May 2020

- Resolved escalated customer, driver, and store disputes and applied compensation or account resolutions based on policy.
- Provided real-time support to frontline agents and monitored off-phone activity, attendance, consultant performance, and SLA coverage.
- Evaluated customer interactions, documented quality findings, and reported trends and concerns to management and clients.

Account and Billing Specialist | TTEC / Teletech | May 2018 - Jun 2019

- Assisted customers through chat, email, and phone with account and billing inquiries, charge explanations, payment concerns, and account updates.
- Maintained complete case notes and delivered clear, professional explanations to support first-contact resolution.

Technical Support Representative | TTEC / Teletech | Apr 2017 - May 2018

- Delivered step-by-step technical troubleshooting and product guidance through chat, email, and phone support.
- Educated customers on product features, completed follow-ups, documented outcomes, and contributed to support reporting.

Data Encoder and Office Staff | 1st District of Cavite | Mar 2016 - Mar 2017

- Encoded and organized assistance-program documents, prepared budget and project files, and supported stakeholder and event coordination.

PROJECT EXPERIENCE

Administrative Assistant | FIBA World Cup 2023 | Jun 2023 - Oct 2023 | *Project-Based, Part-Time*

- Recruited and onboarded transportation personnel, maintained payroll documentation, coordinated meetings with government agencies, and prepared detailed minutes.
- Managed appointments, filing, scheduled reports, and transportation and accommodation support for international delegates.

EDUCATION AND CERTIFICATION

Associate in Computer Technology | Cavite State University - Rosario | 2013 - 2016 | GPA 1.85

HIPAA Certified | 2024

ADDITIONAL INFORMATION

Remote Work: 2021-2026 | **Industries:** Technology, food delivery, telecommunications, mobility, healthcare, home care, and BPO | **Remote Readiness:** Experienced in independent remote work and online collaboration; able to provide a stable internet connection and dedicated workspace.