



JENNIE ROSE MAALAM

CUSTOMER & TECHNICAL SUPPORT | EMAIL & CHAT SUPPORT | APPOINTMENT SETTER | GENERAL VA

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ABOUT ME

Experienced customer and technical support professional for 6 years with background in email and chat support. Skilled in troubleshooting, handling customer inquiries, and providing timely resolutions, I also bring experience as an appointment setter, ensuring smooth communication and client coordination. I am detail-oriented, adaptable, and committed to delivering excellent service in every interaction.

EDUCATION

ST. DOMINIC COLLEGE OF ASIA
Bachelor of Science in Hospitality Mngt

PROFESSIONAL SKILLS

- Customer Support (phone, email, and chat)
- Technical Support & Troubleshooting
- Email and Chat Communication
- Appointment Setting & Scheduling
- Customer Issue Resolution
- Administrative & Back-Office Support
- Strong Communication and Interpersonal Skills
- Adaptability and Attention to Detail

TOOLS USED



WORK EXPERIENCE

EVERISE | MARCH 2025 - MARCH 2026 (CVS PHARMACY)

CUSTOMER CARE REPRESENTATIVE (HEALTHCARE ACCOUNT)

- Handle inbound calls from the members, healthcare providers, and insurance companies regarding prescription status, coverage, and delivery concerns of the medications.
- Process and create request for Prior Authorization request of the members
- Verify prescription details including patient information, prescriber credentials, medication, dosage, and refill authorization.

HOMEAGLOW | RETENTION AGENT/VA

JANUARY- MARCH 2025

EMAIL SUPPORT AGENT

- Responded to customer emails promptly and professionally to address concerns and inquiries.
- Offering solutions, discounts, or alternative services to retain clients.
- Built and maintained positive relationships with customers through personalized email communication.

AMERICAN INCOME LIFE INSURANCE

FEBRUARY - MARCH 2024

APPOINTMENT SETTER VA

- Contacted potential and existing clients via phone, email, and chat to schedule life insurance consultations.
- Qualified leads by assessing client needs and interest in insurance products before setting appointments.
- Maintained and updated calendars to ensure accurate scheduling for agents and clients.

WEBHELP PH | JULY 2021-MARCH 2023

TECHNICAL SUPPORT | MCDONALDS US ACCOUNT

- inbound calls assisting managers in opening/closing POS system
- troubleshooting restaurants devices

TELETCH | SEPTEMBER 2016- DEC 2020

TECHNICAL AND CUSTOMER SERVICE & CHAT SUPPORT

- Inbound calls from customer to do troubleshooting to fix internet, home phone and email
- back office (case management, escalation)
- Chat support for customer inquiry, coupons, payments via CRM