

LORINA L. MELIC

CUSTOMER SUPPORT & CLIENT CARE SPECIALIST

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PROFESSIONAL SUMMARY

Customer support and Client Care Specialist with 18 years of experience supporting international clients across technology, recruitment, and e-commerce industries. Skilled in phone, email, and chat support, technical troubleshooting, customer troubleshooting, and different CRM systems. Known for strong communication, reliability, and delivering excellent customer service experiences in fast-paced remote environments.

CORE COMPETENCIES

- Customer Service & Client Relations
- Technical Support & Troubleshooting
- Email, Phone & Chat Support
- CRM & Ticketing Systems
- Client & Candidate Care
- Administrative Support
- Fraud Investigation
- Billing & Subscription Support
- Salesforce, Zendesk, JIRA, & SAP
- Google Workspace & Microsoft Office
- Escalation Management
- Remote Work Collaboration
- Documentation & Case Management
- Time Management & Multitasking

PROFESSIONAL EXPERIENCE

CONTRACT ADMINISTRATOR | **RecruitGo** **Sept 2025 - May 2026**

- Processed lien waivers and construction-related documentation for vendors and subcontractors.
- Reviewed documents for accuracy, completeness, and compliance requirements before submission.
- Maintained organized tracking systems, and records in a fast-paced administrative environment.

CLIENT & CANDIDATE CARE SPECIALIST | **Sterling Talent Solutions** **July 2019 - Sept 2025**

- Managed inbound and outbound communications regarding background screening and employment verification processes.
- Assisted candidates and clients with case updates, documentation requirements, and issue resolution.
- Maintained accurate records and ensured confidentiality of sensitive information.
- Delivered high-quality customer support while meeting productivity expectations in a remote environment.

TECHNICAL SUPPORT SPECIALIST | **Concentrix** **April 2015 - July 2019**

- Provided support for Gmail, Google Drive, and Google Photos through phone, chat, and email channels.
- Diagnosed and resolve account access, synchronization, and product-related concerns.
- Educated users on troubleshooting procedures and product functionality.
- Escalated advanced technical issues while maintaining customer satisfaction standards.

CUSTOMER SERVICE REPRESENTATIVE | **Sutherland Global Services** **Aug 2012 - April 2015**

- Assisted eBay buyers and sellers with account concerns, disputes, listings, and transactions.
- Investigated fraud and account security issues following company procedures.
- Managed high-volume customer interactions professionally and accurately.

TECHNICAL SUPPORT SPECIALIST | **Harte-Hanks Inc.** **Dec 2007 - Aug 2012**

- Provided technical and billing support for Xbox customers.
- Assisted users with subscriptions, account concerns, and connectivity issues.
- Troubleshot console and hardware-related problems through guided support.

EDUCATION

Bachelor of Secondary Education - Major in English

Jose Rizal University

Bachelor of Arts in Mass Communication - Major in Broadcasting

Centro Escolar University