

# JOSHIA KARREL M. MANAYON

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## PROFESSIONAL SUMMARY

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Results-driven Customer Support and Escalation Specialist with nearly 4 years of experience supporting customers across healthcare, telecommunications, e-commerce, and travel industries. Experienced in handling complex escalations, dispute resolution, customer retention, account management, and cross-functional collaboration. Known for strong communication skills, adaptability, and delivering high-quality customer experiences while meeting performance metrics. Seeking to transition into a Customer Support VA, Executive Assistant, or Operations Support role where proven customer-facing expertise can contribute to business growth and client success.

## KEY SKILLS

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Customer Support • Escalation Management • Administrative Support • Email Support • Live Chat Support • Calendar Management • CRM Management • Data Entry • Documentation • Conflict Resolution • Problem Solving • Customer Retention • Time Management • Google Workspace • Microsoft Office • Cross-Functional Communication • Chat GPT/AI • Multitasking

## PROFESSIONAL EXPERIENCE

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### Senior Case Manager – Escalations | TDCX (Airbnb Account)

December 2024 – May 2026

- Managed high-priority cases involving guest and host concerns, ensuring timely resolution of complex issues while maintaining service quality standards.
- Coordinated with multiple departments to investigate and resolve booking, payment, and reservation-related concerns.
- Maintained accurate records and case documentation to support efficient follow-up and case ownership.
- Prioritized multiple urgent tasks simultaneously while meeting strict service-level requirements.
- Demonstrated professional communication and stakeholder management skills when handling sensitive customer situations.

### Customer Service Associate | Amazon

September 2024 – December 2024

- Supported customers with order management, refunds, returns, exchanges, and account-related concerns.
- Maintained accurate customer records and documented case resolutions for continuity and operational efficiency.
- Collaborated with internal teams to ensure timely and accurate resolution of customer concerns.
- Managed multiple customer interactions while maintaining quality and productivity standards.

### Customer Service Representative | TTEC (Telecommunications-Verizon)

May 2024 – September 2024

- Assisted customers with billing concerns, account maintenance, service troubleshooting, and plan updates.
- Maintained detailed documentation and account records to support efficient customer service operations.
- Effectively managed competing priorities while maintaining high-quality customer interactions.

## **Member Service Representative | Concentrix (Healthcare- Healthfirst)**

June 2022 – April 2024

- Assisted healthcare members with benefits verification, eligibility reviews, provider inquiries, and claims-related concerns.
- Maintained confidentiality of sensitive information while adhering to HIPAA compliance and privacy standards.
- Provided detailed explanations of healthcare plans and authorization requirements through professional communication.

## **TECH PROFICIENCY**

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**Productivity & Admin:** Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365 and Notion

**Communication:** Slack, Zoom, Google Meet, Loom, Calendly

**CRM & Marketing:** HubSpot, Salesforce, Zendesk, Zoho, Genesys Cloud and Avaya

**AI & Automation:** ChatGPT, Grammarly, and Google Apps Script

**Design & Content:** Canva, CapCut and Adobe Express

**Project Management:** Asana, and Trello

## **EDUCATION**

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### **Bachelor of Secondary Education Major in English**

Cordova Public College | Gabi, Cordova Cebu, Philippines | 2023 – 2024 Undergraduate

### **Humanities and Social Sciences (HUMSS)**

Asian Learning Center | Pajo, Lapu-Lapu City Cebu, Philippines | 2021 – 2022 Graduated

## **REMOTE WORK READINESS**

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**Internet:** Primary: Globe at Home Fiber 50 Mbps | Backup: Smart 5G mobile hotspot

**Power Backup:** Mini UPS

**Equipment:** NVision Computer | Noise-cancelling headset | HD webcam

**Workspace:** Dedicated home office | Quiet environment

**Availability:** Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones

## **LANGUAGES**

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**English:** Fluent / Proficient

**Filipino:** Native / Fluent