



Joannallen Sagayno

Customer Service and Sales Professional with 9+ years of experience delivering high-quality support and driving customer satisfaction. Specialized in live chat and SMS support for over 5 years, efficiently managing multiple conversations while maintaining accuracy and professionalism. Experienced Team Leader with a background in QA monitoring and operations coordination, ensuring performance standards and work flow efficiency. Proven ability to communicate clearly, resolve issues effectively, and support business growth in fast-paced environments. Successfully working remotely since 2020, demonstrating strong time management, reliability, and adaptability



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SKILLS

- Email Management
- Data Entry
- Communicate with customers
Proficient in Microsoft Tools
- Can multitask team and
- Quick to adapt and work with less supervision
- Can work under pressure
- Can handle volume of calls
Strong Communication Skills (verbal & written)
- Customer Service & Patient Support Experience
- Problem-Solving & Critical Thinking
- Time Management & Multitasking
- Attention to Detail & Accuracy
- Fast Learner & Highly Adaptable
- Team Player & Collaborative

EXPERIENCE

TELEHEALTH SUPPORT SPECIALIST

Optimal Health Network

March 2025 - April 2026

- Conducted 250 – 300 outbound calls daily to Medicaid patients to assess health concerns, including body pain, dermatological conditions (eczema, psoriasis, dry skin, acne), and other common medical issues.
- Screened and qualified patients with chronic conditions such as diabetes, hypertension, asthma, and COPD for telehealth consultations and medication refill coordination.
- Reviewed medical history and verified eligibility, maintaining high accuracy in patient qualification and documentation.
- Achieved consistent patient transfer rates by effectively educating patients on available services and consultation benefits.
- Documented 100% of patient interactions in RH chart notes with detailed and compliant medical records.
- Coordinated seamless call transfers to available physicians using Five9, ensuring minimal wait time and smooth handoffs.
- Demonstrated strong attention to detail, empathy, and professionalism in high-volume telehealth support environments.

EDUCATION

SECONDARY SCHOOL

Luca National High School
2001 - 2005

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

CEDAR COLLEGE INC (units earned)
2022

LANGUAGE

English
Tagalog

COLD CALLER / APPOINTMENT SETTER

Wealth Legacy Group

May 2024 – January 2025

- Contact and follow up assigned leads daily through outbound calls, SMS, and email, providing a clear and concise overview of offered services.
- Successfully handled multiple campaigns (real estate, roofing, water tank) and consistently converted hesitant leads into qualified appointments.
- Scheduled and confirmed appointments by cross-referencing lead availability with expert calendars, ensuring smooth coordination using GoHighLevel (GHL).
- Maintained a high conversion rate and exceeded weekly KPI targets for booked appointments and show-up rates.
- Recognized for reliability and consistency in meeting campaign goals and generating high-quality leads for closers.

SMM/TEAM LEADER / CHAT MODERATOR

Blossoms Agency

January 2023 – February 2025

- Acted as a Chat Moderator, managing multiple customer conversations simultaneously while maintaining professionalism, responsiveness, and consistent brand tone.
- Handled and scheduled social media content across Instagram, TikTok, Reddit, and X (Twitter) to drive engagement and increase visibility.
- Generated sales performance reports and detailed end-of-shift updates to ensure transparency and operational alignment.
- Promoted to General VA/Team Leader, taking on added responsibilities including monitoring and auditing team chats for quality assurance and compliance.
- Tracked individual team member performance, reviewed daily/weekly tasks, and provided coaching and support to enhance productivity.
- Created and managed weekly team schedules, aligning rest days to balance workloads and ensuring fair weekend rotations.
- Produced and uploaded weekly content while contributing strategic ideas for campaigns to boost engagement and revenue.
- Developed and implemented Standard Operating Procedures (SOPs) to streamline workflows, improve chat quality, and support consistent sales growth.
- Compiled and presented weekly and monthly earnings reports to stakeholders, accurately tracking team and individual KPIs.
- Provided remote administrative and customer support, including email and calendar management, CRM updates, and client communication.
- Balanced multiple priorities in a fast-paced environment while ensuring accuracy, efficiency, and quality service.

CUSTOMER SERVICE REPRESENTATIVE → CHAT SUPPORT AGENT → SUBJECT MATTER EXPERT

Concentrix (Internet, Cable & Phone Services)

April 2017 – June 2023

- Delivered outstanding customer service via inbound calls, addressing a wide range of concerns including billing inquiries, sales assistance, technical troubleshooting, and service upgrades.
- Processed new sales orders and account changes efficiently using CRM tools, ensuring accuracy and a smooth customer experience.
- Effectively upsold service plans to new and existing customers, offered customized upgrades, and handled retention calls to reduce churn by presenting cost-effective solutions.
- Scheduled technician appointments, created support tickets, and escalated complex issues to higher-level technicians with detailed reporting.
- Transitioned to the Chat Support Department, managing 3–4 simultaneous live chat conversations while providing the same high-level assistance as in voice support.
- Promoted to Subject Matter Expert (SME), responsible for supporting frontline agents, resolving escalated customer concerns, and acting as a liaison between the support team and executive staff.
- Tracked and resolved agent-level issues, ensured timely escalation handling, and compiled reports requiring management or client-side approval.
- Customer Service Representative

CUSTOMER SERVICE REPRESENTATIVE

Transcom Worldwide (Bacolod)

May 2016 - April 2017

- Handled and manage inbound calls in a high-volume phone environment, assisting customers with inquiries and concerns
- Provide concise and clear resolution to customers concern in a friendly and professional manner.
- Set up technician appointment, follow up with customers and confirm if JO is completed.
- Maintained a high conversion rate and exceeded monthly KPI targets
- Recognized for reliability and consistency in meeting goals.
- Manage call flow effectively while ensuring customers satisfaction.

TOOLS

- Microsoft Office 365
- Google Workspace
- GHL
- Hubstaff
- Infloww
- Salesforce
- Genesys
- Vical
- Ready-mode
- Telegram
- Slack
- Clickup
- Multilogin
- RH-NYC
- Five9