

JEREMIAH JAYME CALPO

Customer Service Representative | jeremiahjaymecalpo@gmail.com | [LinkedIn Profile](#)

PROFESSIONAL SUMMARY

Highly organized, detail-oriented Customer Service professional with over 9 years of experience managing high-volume phone/chat/email queues, CRM workflows, and client accounts. Proven track record of handling sensitive client data with 100% discretion and accuracy. Adept at working independently in fast-paced remote environments to resolve customer inquiries efficiently. Fully equipped with a dedicated, professional remote work-from-home office setup.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | ANZ (AUSTRALIA)

2018 – 2022

- **Written & Chat Support:** Managed daily high-volume chat and phone-based inquiries, consistently aligning communication with corporate tone and compliance templates to maintain top-tier customer satisfaction ratings.
- **CRM & Documentation Accuracy:** Documented detailed interaction histories and updated account notes in CRM systems with 100% accuracy to ensure seamless cross-functional handoffs.
- **Independent Issue Resolution:** Diagnosed root causes of complex account issues and followed established protocols to resolve them efficiently, reducing supervisor escalations by 60%.

TECHNICAL SUPPORT REPRESENTATIVE | CONVERGYS – AT&T U-VERSE/DirectTV

2012 – 2017

- **Detail-Oriented Support:** Handled intensive inbound queues, delivering exceptional, clear written and verbal communication to customers under pressure.
- **Data & Database Maintenance:** Navigated multiple internal databases and spreadsheets concurrently to execute precise workflows, log real-time customer data, and maintain strict compliance.
- **Workflow Optimization:** Managed service requests and internal system updates with 100% accuracy during peak operational windows to optimize remote performance metrics.

PROFESSIONAL DEVELOPMENT BREAK

2022 – 2026

- Full-time parent — now fully available to return to work and committed to full-time remote opportunities

CORE COMPETENCIES & TECHNICAL SKILLS

Customer Support: Written Email Support, Client Tone & Template Alignment, Issue Resolution, Escalation Management, Order & Returns Assistance.

Soft Skills: Excellent Written & Verbal English Communication, Strong Attention to Detail, Independent Problem Solving, Customer-First Mindset.

Technical Proficiency: CRM & Documentation Databases, Loom, Google Workspace, Zoom, Calendly, Canvas, Multi-platform Navigation.

EDUCATION and CERTIFICATIONS

VA Launch System — Margin & Momentum, 2026 (Specialized training in remote administrative support and client management).

Diploma in Culinary Arts and Technology Management - Center for Culinary Arts – Quezon City

Bachelor of Science in Nursing (Undergraduate) - University of Santo Tomas – Manila