



# YVES CHANGCO

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## PROFESSIONAL SUMMARY

Customer-focused professional with over 10 years of experience supporting telecommunications, internet, and technical service accounts in fast-paced BPO environments. Skilled in handling customer service, technical troubleshooting, billing concerns, escalations, retention, and account management through phone, email, and chat support.

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## CORE SKILLS

Customer Service & Retention	Telecommunications Support
Technical Troubleshooting	Billing & Account Resolution
CRM & Ticketing Systems	Email & Chat Support
Conflict Resolution & De-escalation	Microsoft Office & Google Workspace

## PROFESSIONAL EXPERIENCE

### Freelancer Virtual Assistant / Social Media Manager

#### Freelance

*May 2025 - Present*

- Worked as an appointment setter and scheduler for multiple clients, including HotelPlanner.com and cleaning service businesses.
- Managed calendars, customer inquiries, and lead follow-ups.
- Currently managing social media content and engagement for Faye's Kitchen Authentic Filipino Cuisine based in Georgia.

### Tier 3 Travel Consultant (B2B)

#### IGT Solutions

*August 2023 - May 2025*

- Managed escalated B2B travel accounts and booking concerns.
- Processed ticket exchanges, refunds, and fare changes using GDS systems.

- Coordinated with airlines and agencies for case resolutions.

## **Technical Sales Support Representative**

### **ASURION / Techlog Center Phils**

*July 2022 – June 2023*

- Supported Verizon customers with technical and billing concerns.
- Troubleshoot mobile devices and connectivity issues.
- Assisted with upgrades, protection plans, and account inquiries.

## **Collection Specialist**

### **CBE Companies**

*May 2020 – April 2021*

- Assisted Verizon customers with billing and payment arrangements.
- Negotiated payment solutions and documented account updates.

## **Case Manager / Resolution Specialist**

### **Teledirect Telecommerce Philippines**

*March 2018 – February 2020*

- Supported Airbnb customers across US, Canada, APAC, and EMEA.
- Handled escalations, disputes, reservations, and account concerns.
- Coordinated with internal teams for case resolutions.

## **Customer Service Representative / Technical Support / Email & Chat Support**

### **TaskUs Philippines**

*2016 – 2018*

- Supported Budget Prepay telecommunications customers.
- Managed Deliveroo UK order processing support.
- Provided technical support for Epson products.
- Assisted customers through phone, email, and chat support.

## **Customer Service Representative**

### **iQor**

*2015 – 2016*

- Assisted Verizon customers with billing and account concerns.
- Resolved customer complaints and retention-related issues.

## **EDUCATION**

### **Vocational Certificate in Basic Computer Programming**

**Informatics Institute**

*2003 - 2005*

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## **TECHNICAL PROFICIENCIES**

CRM Systems

Billing & Ticketing Platforms

Microsoft Office Suite

Google Workspace

Email & Chat Support Platforms

GDS Systems