



JHUSIEL GONZALES

CUSTOMER SERVICE REPRESENTATIVE/SOCIAL MEDIA
MANAGEMENT VIRTUAL ASSISTANT/ CUSTOMER SERVICE/
CONTENT CREATOR

Experienced Customer Service Representative with a strong background in handling chat, email, inbound, and outbound customer support in fast-paced environments. Skilled in resolving billing, account, and technical concerns while maintaining professionalism and customer satisfaction. Reliable, adaptable, and proficient in CRM tools, multitasking, and delivering timely and accurate support.

Skills

- Customer Service
- Inbound and Outbound Calls
- Email and Chat Support Management
- Time Management & Task Prioritization
- Data Entry & Record Management
- Problem-Solving & Conflict Resolution
- Content Creation & Social Media Management
- Attention to Detail & Accuracy
- Multitasking in Fast-Paced Environments
- Team Collaboration & Work Ethic
- Adaptability & Quick Learning

Education

BACHELOR'S OF TECHNOLOGY AND LIVELIHOOD EDUCATION
MAJOR IN INDUSTRIAL ARTS
EARIST UNIVERSITY OF MANILA 2022-2025

SCIENCE ,TECHNOLOGY ENGINEERING AND MATHEMATICS
SABLAYAN NATIONAL COMPREHENSIVE OF SENIOR HIGHSCHOOL
2020-2022

Work Experiences

CUSTOMER SERVICE REPRESENTATIVE- ALTIUS INSPIRO INC.

September 20, 2025 - Last day June 15, 2026

- Managed multiple customer inquiries through Facebook and other digital communication channels in a high-volume environment.
- Provided timely and accurate responses to subscriber concerns, including account status verification, billing inquiries, and financial-related concerns.
- Handled technical support questions by guiding customers through basic troubleshooting and escalating complex issues when necessary.
- Handled outbound calls to loyal subscribers and cold leads for upselling, promoting relevant products, service upgrades, and subscription offers based on customer needs.
- Performed upselling and sales support by promoting relevant products and services aligned with customer needs.
- Maintained professionalism, empathy, and compliance with company policies while resolving customer issues.
- Documented interactions accurately to ensure proper tracking and follow-up.

SERVICE CREW - MCDONALD'S J AND F CORPORATION

February 15, 2024- May 11, 2025

- Delivered excellent customer service by assisting guests with orders, inquiries, and service needs in a fast-paced environment.
- Accurately processed transactions and handled cash and digital payments in compliance with company procedures.
- Maintained cleanliness, food safety, and quality standards in accordance with company policies.
- Coordinated effectively with team members to ensure efficient operations during peak hours.
- Resolved customer concerns professionally to ensure a positive dining experience.
- Demonstrated strong time management, adaptability, and attention to detail while multitasking across service stations.
- Followed operational guidelines and workplace safety standards consistently.

SOCIAL MEDIA MANAGER/ CONTENT CREATOR

July 15, 2023-September 10, 2025

- Planned, created, and published engaging content across multiple social media platforms to support brand awareness and audience growth.
- Managed social media accounts by responding to messages, comments, and inquiries in a timely and professional manner.
- Developed content strategies aligned with brand goals, audience insights, and platform best practices.
- Created visual and written content, including posts, captions, short-form videos, and promotional materials.
- Monitored social media performance and engagement to identify opportunities for improvement and optimization.
- Maintained brand voice, consistency, and professionalism across all digital platforms.
- Demonstrated strong time management and creativity while managing content schedules and deadlines independently.
- Collaborated with stakeholders or clients to ensure content accuracy and alignment with business objectives.

Technical Skills

- Microsoft Excel (data entry, basic formulas, spreadsheets, reports)
- Microsoft Word & PowerPoint
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Canva (graphic design, social media posts, presentations, marketing materials)
- CapCut (basic video editing, short-form content, captions)
- Social Media Platforms (Facebook, Instagram, TikTok, LinkedIn)
- Email Management Tools (Gmail, Outlook)
- Online Chat & Messaging Platforms (Facebook Messenger, live chat systems, Zooms, Google Meet, Slack / Microsoft Teams)
- CRM & Customer Support Tools (basic navigation and ticket handling)
- Data Entry & Database Management
- Calendar & Appointment Scheduling
- File Organization & Cloud Storage (Google Drive, OneDrive)
- Task & Time Management Tools (e.g., Trello, Asana - basic use)

Contact



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