

# Antonio Chua Jr

9 Major Dizon IVC Marikina, Philippines

+639283957239

[antonioschuajr@gmail.com](mailto:antonioschuajr@gmail.com)

<https://www.linkedin.com/in/antonio-chua-jr-a952413a1/details/experience/>

## Skills

- Content Moderation & Policy Enforcement
  - Customer Service & Email Support
  - Data Privacy & Confidentiality Awareness
  - Ticket Management & Case Resolution
  - High-Volume Workload Management
  - Quality Assurance & Accuracy
  - Escalation Handling & Risk Assessment
  - Team Leadership & Peer Support
  - Process Improvement & Workflow
  - Analytical & Critical Thinking
  - Problem-Solving & Decision-Making
  - Communication & Interpersonal Skills
  - SLA & KPI Compliance
  - Time Management & Multitasking
  - Adaptability in Fast-Paced Environments
  - Attention to Detail & Documentation
  - Conflict Resolution & Customer Retention
  - Data Privacy & Confidentiality Awareness
- CRM & Support Tools Navigation ( Clickup, GHL, Slack, KANA, Salesforce, JIRA, Citrix, Iroz Timewarp, Teleopti, Power BI, Zendesk, Google Suite/Workspace, Microsoft Office, Avaya, Workday, ADP

## Experience

November 17, 2016 - November 21, 2025

### TaskUs – Senior Specialized Reviewer (Meta)

- Reviewed and moderated user-generated content on Meta platforms by analyzing 100+ tickets daily with high accuracy, helping maintain platform safety and policy compliance.
- Supported team performance as a Team Leader Apprentice through quality checks, peer guidance, and workflow support.
- Handled customer support email cases for Uber, resolving account and ride-related concerns while meeting SLA and customer satisfaction goals.

August 2015 - November 2016

### Telus International – Customer Support Representative (Uber)

- Managed Tier 2 customer support email and ticket cases for Uber using Zendesk, resolving rider concerns efficiently while maintaining high customer satisfaction and SLA compliance.
- Investigated and handled escalated rider issues, including account concerns, trip disputes, and payment-related inquiries, contributing to faster resolution times and improved customer experience.
- Processed high volumes of support tickets (300+ per day) with accuracy and attention to detail, helping maintain operational efficiency in a fast-paced support environment.

March 2015 - August 2015

### **Convergys** – Technical Chat Support Representative (Comcast)

- Provided technical chat support for Comcast customers by troubleshooting internet, cable, and account-related concerns, helping improve customer satisfaction and first-contact resolution rates.
- Managed multiple customer chats simultaneously while maintaining accuracy, professionalism, and adherence to company quality standards and KPIs.

February 2014 - March 2015

### **Transcom** – Technical Support Representative (Samsung Australia)

- Provided technical support for Samsung Australia customers by diagnosing and resolving device and service issues, improving customer satisfaction, and reducing repeat contacts.
- Handled insurance claims and warranty processing alongside technical support duties, ensuring accurate assessment of device concerns and faster claim resolution for customers.

July 2012 - March 2013

### **Teletech** – Business Account Manager (Telstra Business)

- Managed business support for Telstra clients by assisting business owners with service concerns, ensuring timely resolution of issues, and improving customer satisfaction and retention.
- Conducted outbound verification calls to confirm service issues and requirements, helping reduce errors in dispatching and ensuring accurate service handling, resulting in faster and more reliable technician deployment.
- Coordinated and dispatched field technicians based on validated service requests, improving operational efficiency and minimizing service downtime for business customers.
- Handled Business Owners' inquiries via KANA, ensuring efficient case resolution, consistent communication, and adherence to service standards, resulting in improved workflow efficiency and reduced response times.

February 2012 - July 2012

### **Garret and Talon Inc** – Inbound & Outbound Sales Support (Justflowers.com)

- Handled inbound sales calls for JustFlowers.com by assisting customers in ordering flowers, bouquets, corsages, edible arrangements, chocolates, and gifts, ensuring accurate order processing and improved customer satisfaction.
- Provided personalized recommendations based on customer needs and occasions, enhancing upsell opportunities and increasing overall order value and conversion rates.
- Managed sensitive orders such as funeral arrangements with empathy and accuracy, ensuring correct fulfillment and timely delivery, resulting in strong customer trust and positive service experience.
- Conducted outbound calls prior to peak seasons (Valentine's Day and Mother's Day) to secure reservations and pre-orders, helping optimize sales forecasting and reduce delivery bottlenecks during high-demand periods.
- Coordinated closely with delivery and logistics teams to ensure timely dispatch of orders, improving delivery accuracy and reducing delays during peak seasons.

April 2011 - February 2012

### **Sitel – Retention and Movers Specialist (Virgin Media)**

- Managed service relocation requests for Virgin Media customers by assessing service availability at new locations (towers, boxes, and infrastructure), ensuring seamless transfer of internet and cable services with minimal disruption.
- Coordinated end-to-end “movers” process by validating technical feasibility and arranging service transfers, improving operational efficiency and ensuring smooth customer transitions between locations.
- Acted as a retention specialist by engaging with at-risk customers, identifying cancellation reasons, and providing tailored solutions to prevent churn, resulting in improved customer retention rates.
- Delivered clear explanations of service options, pricing, and alternatives to influence customer decisions positively, strengthening customer trust and reducing account cancellations.
- Collaborated with internal technical and provisioning teams to resolve service limitations and expedite installations, ensuring faster resolution times and improved customer satisfaction.

May 2009 - January 2011

### **Sutherland Global Services – Buyer & Seller Support Representative | Fraud & Risk Expert (e-Bay)**

- Provided buyer support for eBay by assisting with product inquiries, order details, shipping concerns, and refund requests, ensuring accurate information and improved customer satisfaction.
- Reviewed and assessed buyer claims for refunds and returns by verifying item descriptions and transaction history, helping maintain platform integrity and ensuring fair resolution of disputes.
- Identified and evaluated potential fraudulent listings or activities, contributing to safer marketplace transactions and reducing risk exposure for users and the platform.
- Supported sellers by optimizing product listings and recommending upgrades and advertising add-ons, improving product visibility and increasing sales performance.
- Balanced fraud and risk assessment with customer support responsibilities, ensuring compliant, fair, and efficient resolution of both buyer and seller concerns, resulting in improved trust and platform reliability.

October 2008 - May 2009

### **Hinduja Technology Media Telecom – Technical Support Representative (Sony TV)**

- Provided technical troubleshooting support for Sony TV customers by diagnosing hardware and software issues, helping restore device functionality and improving first-contact resolution.
- Verified warranty eligibility and service coverage, ensuring customers received proper support entitlement and minimizing service disputes or delays.
- Coordinated and scheduled technician visits when issues required on-site repair, ensuring timely service delivery and reduced customer downtime.

## **Education**

March 2005 - March 2007

### **Our Lady Of Fatima University – Bachelor of Science in Nursing**