

JULIANNE DESPI

Technical Support Specialist | Customer Experience Professional

📍 Las Piñas City, Philippines

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PROFESSIONAL SUMMARY

Results-driven Technical Support Specialist with 6+ years of progressive BPO experience across telecommunications, fintech, and healthcare sectors. Proven track record delivering premium technical and customer support for globally recognized brands including Telstra, Apple/AT&T, and JP Morgan Chase. Combines deep technical troubleshooting acumen with outstanding communication skills to consistently exceed SLA targets, de-escalate high-stakes interactions, and drive measurable process improvements.

WORK EXPERIENCE

Telstra International Philippines Inc. | Metro Manila, PH Nov 2024 – Present
Technical Representative

- Deliver high-level technical support for Telstra's telecommunications services, achieving rapid first-contact resolution for complex connectivity issues across residential and enterprise accounts.
- Leverage advanced diagnostic tools and multitasking capabilities to handle concurrent real-time customer inquiries while maintaining precise, audit-ready documentation.
- Partner with cross-functional teams to identify recurring service pain points, contributing to process improvements that enhanced customer satisfaction scores.

Concentrix (Apple / AT&T) | Metro Manila, PH Mar 2024 – Sep 2024
Premium Technical Support Specialist

- Provided Tier-2 technical support for Apple hardware/software and AT&T services, successfully resolving high-complexity escalations that front-line agents could not address.
- Applied structured root-cause analysis to diagnose intricate technical faults, guiding customers through step-by-step resolutions with a measurably high first-call resolution rate.
- Maintained quality assurance standards in a high-pressure environment, consistently hitting KPI targets for CSAT, AHT, and escalation containment.

Teleperformance | Metro Manila, PH Jul 2023 – Oct 2023
Healthcare Specialist

- Managed sensitive patient and insurance inquiries with strict adherence to HIPAA-aligned documentation standards and privacy protocols.
- Utilized CRM and database platforms to track and update patient records and service requests, ensuring 100% data accuracy across all handled cases.

JP Morgan Chase & Co. | Metro Manila, PH Feb 2022 – Mar 2023
Commercial & Business Banking Associate

- Administered commercial banking operations and business account support for corporate clients, delivering professional financial guidance in a regulated, high-accountability environment.
- Identified workflow bottlenecks and proposed enhancements that improved team operational efficiency, reducing average handling time on complex account inquiries.

Eperformax Contact Centers & BPO | Metro Manila, PH Jun 2019 – Jan 2021
eBay Offline Escalation Specialist

- Resolved high-severity customer disputes and account security escalations for the eBay platform, applying advanced conflict resolution techniques to protect buyer and seller trust.
- Coordinated with international teams via Skype and Zoom to ensure consistent policy enforcement and timely resolution of cross-border escalation cases.

EDUCATION

Saint Paul University Surigao | Surigao City, PH
Diploma in Information Technology

2005 – 2007

CORE SKILLS

Technical	Advanced troubleshooting, hardware/software diagnostics, escalation management, SLA adherence
Tools & Platforms	MS Office Suite, Google Workspace, Zoho CRM, Skype, Zoom, CRM/database systems
Domain Expertise	Telecommunications, fintech / banking, healthcare support, e-commerce
Soft Skills	Communication, multitasking, conflict resolution, documentation, process improvement