






DIANA DYAN LAYAGUE

SKILLS

- CRM & Support Tools: Salesforce, Zendesk, OFSLL, CXone and SubEase.
- E-Commerce Platform: Shopify
- MS Office: Word, Excel, PowerPoint
- Customer Service: Excellent communication, problem-solving, and relationship management
- Organizational Skills: Time management, multitasking, and attention to detail

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 San Fernando, Pampanga

ENUMERATOR

NATIONAL HOUSING AUTHORITY

2020 - 2021

- Performed housing surveys, gathered critical field data, and maintained strict quality control to ensure reliable information for National Housing Authority initiatives.

TECHNICAL SUPPORT

SUTHERLAND GLOBAL COMPANY

2022 - 2023

- Provided technical support and troubleshooting for customers using Salesforce to track and resolve cases.
- Handled inbound and outbound calls to resolve service and phone issues while documenting interactions in Salesforce.
- Delivered responsive customer service, maintained high satisfaction, and managed customer cases through Salesforce.

ACHIEVEMENTS

- Top Agent in Voice for 3 consecutive months
- Top Agent in Chat Support 2 consecutive months
- SME and WFM (Reliever)
- Top Agent Performer for a year in Wyndham Destinations

PERFORMANCE SPECIALIST

EASTWEST BPO - MCI

2023 - 2024

- Improved customer retention by ensuring customers stayed engaged with services and maintained their subscriptions and benefits, delivering efficient, solution-focused support through chat, email, and inbound calls using Zendesk and Shopify.
- Quickly identified and resolved customer concerns through strong problem-solving, active listening, and communication skills, ensuring continued satisfaction and loyalty.
- Tracked and documented all interactions and account details in Zendesk and Shopify, ensuring timely follow-ups and collaboration with internal teams to address complex issues.
- Consistently delivered high-quality experiences by applying CRM, time management, conflict resolution, and multitasking skills, keeping customers subscribed and maximizing the value of their benefits.

FINANCIAL SERVICES/COLLECTION REP

WYNDHAM DESTINATION (TRAVEL & LEISURE)

2024 - 2026

- Resolved financial service and account inquiries using OFSLL while delivering professional, accurate support.
- Managed collections and customer outreach through CXone, maintaining strong client relationships and ensuring timely payments.
- Provided fast, effective solutions to payment and account issues, leveraging strong communication, problem-solving, and customer service skills.
- Tracked all interactions and updates in OFSLL, ensuring accuracy, compliance, and high customer satisfaction.