

# Nerlyn Canoy

---

Calamba, Cabadbaran City, Agusan del Norte, Philippines | ✉ nerlyncanoy83@gmail.com |  
☎ +63 953 166 5061

## Data Entry Specialist | Real Estate Virtual Assistant | Customer Service Representative

### Professional Summary

Detail-oriented and reliable professional with 8+ years of experience in data entry, real estate transaction coordination, and customer service. Proven track record of managing high-volume data with accuracy, ensuring compliance in real estate transactions, and training new hires to improve team performance. Skilled in Excel, web research, CRM tools, and quality assurance.

### Key Skills

- Data Entry & Accuracy
- Real Estate Transaction Coordination
- CRM & Database Management
- Excel & Spreadsheet Analysis
- Quality Assurance & Training
- Customer Service & Client Support
- Social Media & Content Creation

### Professional Experience

#### Customer Support Representative

HK-24 BPO | Remote | Sep. 2025– Present

#### Customer Assistance

- Respond to customer inquiries via phone, chat, email, or ticketing systems.
- Provide clear guidance on the setup, installation, and operation of security camera devices.
- Assist customers with mobile app configuration, device pairing, and account setup.

## **Technical Troubleshooting**

- Diagnose and resolve issues related to **4G SIM connectivity, Wi-Fi network connection, camera offline status, and live view problems.**
- Guide customers through resetting, firmware updates, and device reconfiguration.
- Troubleshoot mobile application issues and compatibility with smartphones.

## **Product Support**

- Provide information on product features, specifications, and functionality.
- Assist customers with storage configuration (SD card, cloud storage, or NVR integration).
- Support customers with motion detection settings, alerts, and recording configurations.

## **Documentation & Escalation**

- Document customer interactions, technical issues, and solutions in the support system.
- Escalate complex technical problems to the engineering or advanced support team when necessary.
- Provide feedback on recurring issues to help improve product quality and user experience.

## **Customer Experience**

- Maintain a professional, patient, and helpful approach when assisting customers.
- Ensure timely follow-up on unresolved tickets.
- Strive to meet or exceed customer satisfaction and service quality metrics.

### **Virtual Real Estate Transaction Coordinator**

Peter Liu Homes | Remote | 2021 – 2022

- Managed end-to-end real estate transactions from purchase agreement to closing, ensuring 100% compliance.
- Maintained communication with clients, agents, and title officers to ensure smooth processes.
- Submitted all necessary documents for broker file compliance.
- Managed client database entries to improve accuracy and accessibility.
- Created property marketing content, including flyers and property videos for social media.

### **Support Specialist 1 - Trainer**

ServTech Global | Cebu City, Cebu, Philippines | Sept. 2017 – March 2018

- Trained new hires on property appraisal, listing, and sales conversion processes.
- Assessed and monitored trainee performance to identify areas for improvement.
- Developed training materials and provided mentorship for new employees.

### **DES Quality Assurance / Associate Trainer**

Talleco.com | Cebu City, Cebu, Philippines | May 2013 – January 2017

- Ensured job postings met accuracy and formatting standards before publication.
- Created training materials such as handouts and guides for new hires.
- Monitored employee performance and provided mentorship during probationary periods.
- Maintained quality control standards and trained new Data Entry Specialists.

### **Data Entry Specialist**

Talleco.com | Cebu City, Cebu, Philippines | March 2012 – May 2013

- Posted and monitored job opportunities across multiple job boards.
- Confirmed that job postings were live and viewable by applicants.

### **CSR / Telesales Agent**

Aegis People Support | Cebu City, Cebu, Philippines | Jan 2011 – Jul 2011

- Handled customer inquiries regarding flights, hotels, and car bookings.
- Provided cross-selling options to improve the customer experience.
- Updated customer accounts and processed orders to maintain customer satisfaction.

### **Education**

Bachelor's in Secondary Education | Saint Michael's College, Iligan City | 2006

### **References**

Available upon request.