



# MONICA DIMAYUGA

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Philippines

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*I'm a detail-driven professional with 12 years of customer support experience and 5 years in technical support, helping businesses deliver smooth, reliable service to their customers. Over the years, I've worked in fast-paced environments where accuracy, problem-solving, and clear communication weren't optional—they were essential. From resolving complex technical issues to handling high-volume customer inquiries, my focus has always been the same: understanding the customer, identifying the real problem, and delivering solutions that work. This experience has trained me to analyze patterns, spot inefficiencies, and make data-backed decisions.*

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## Professional Experience

### Customer Support Representative

TTec Holdings Inc. | Lipa City, Batangas, Philippines

2013 - 2025

- Provided end-to-end customer support for mobile and landline phone services, including billing, account changes, plan inquiries, and service issues
- Handled customer concerns for food delivery platforms, including order status, missing or incorrect items, refunds, promotions, and delivery delays
- Resolved issues through active listening, problem analysis, and effective solution delivery
- Managed high call and case volumes while maintaining quality and efficiency standards
- Processed billing adjustments, refunds, credits, and account updates accurately
- De-escalated dissatisfied customers with professionalism and empathy
- Documented interactions thoroughly in CRM and ticketing systems
- Coordinated with internal teams (billing, technical support, merchants, drivers, or dispatch) to resolve customer concerns
- Followed company policies, compliance standards, and data privacy guidelines
- Met or exceeded KPIs including CSAT, AHT, FCR, and quality scores

### Technical Support Representative L2

Alorica Phils. | Lipa City, Batangas, Philippines

2007 - 2013

- Delivered advanced technical support for internet connectivity, including broadband, fiber, DSL, and wireless services
- Diagnosed and resolved issues related to modems, routers, Wi-Fi networks, IP configurations, latency, packet loss, and outages
- Guided customers through step-by-step troubleshooting using clear, non-technical language
- Performed remote diagnostics, line tests, and signal checks using internal ISP tools
- Handled escalated and complex cases, ensuring timely resolution and proper follow-up
- Coordinated with network operations, field technicians, and Tier 2/3 support teams
- Documented cases accurately in CRM and ticketing systems
- Educated customers on service features, equipment setup, and network optimization
- Maintained high performance metrics for CSAT, AHT, FCR, and quality assurance
- Adhered to company policies, security standards, and data privacy requirements

## **Education**

Associate in Computer Technology  
Lipa City Public Colleges

1999 - 2001

## **Soft Skills**

- Excellent verbal and written communication
- Strong problem-solving and analytical skills
- Customer-focused and empathetic approach
- Ability to remain calm under pressure
- Time management and multitasking
- Mentorship and peer support (informal leadership)

## **Tools & Systems**

- Order management and billing systems
- Knowledge bases and internal dashboards
- Voice, chat, and email support tools
- Proficient in Microsoft Office applications, including Microsoft Word, Microsoft PowerPoint, and Microsoft Excel
- Experienced in using CRM tools for customer management, case tracking, and data organization
- Knowledgeable in Google Workspace (Docs, Sheets, Drive, Gmail) for collaboration and productivity
- Familiar with AI-powered tools such as ChatGPT, Canva, and Google Gemini
- Use of communication tools such as Zoom, MS Teams, and Slack.

## **Achievements & Contributions**

- Consistently achieved high customer satisfaction scores over long-term tenure
- Reduced repeat calls through effective root-cause resolution
- Recognized as Top Agent multiple times in a row
- Recognized as a subject matter expert
- Supported onboarding and coaching of new hires
- Trusted with handling sensitive and high-priority customer cases