



Carlpin Sacramento

Customer service professional with experience supporting customers in the tech and digital industries, including internet services, social media advertising, and digital accounts. Skilled in chat and email support, with a proven ability to resolve issues efficiently and enhance customer satisfaction.

Work experience

Email and Chat Support

Aug 2020 - Nov 2022

TDCX, Pasig City

- Delivered prompt and accurate email and chat support to business account customers, helping maintain strong client relationships on a leading social media platform.
- Resolved escalation tickets related to advertising campaign issues, ensuring minimal disruption to clients' business operations.
- Proactively managed client communications through outbound calls, improving transparency and customer satisfaction.

Technical Support Representative

Nov 2019 - Apr 2020

iQor, Quezon City

- Provided technical support across chat, email, and phone, ensuring timely and effective resolution of customer issues.
- Applied strong troubleshooting skills to diagnose and resolve technical problems, improving service efficiency.
- Delivered exceptional customer service, maintaining a positive experience and high satisfaction levels.

Customer Service Representative

Aug 2018 - Jan 2019

Concentrix, Quezon City

- Provided account support for a leading global technology company, assisting customers with ID management, app access, in-app purchases, subscriptions, and billing concerns.
- Resolved technical and account discrepancies through email and phone channels, ensuring accuracy and compliance with company policies.
- Delivered clear guidance on digital services and payment-related issues, strengthening customer trust and satisfaction.

Technical Support Representative

Dec 2012 - May 2017

Teleperformance, Quezon City

- Delivered end-to-end technical support, ensuring timely resolution of customer concerns and a consistently positive service experience.
- Supported multiple lines of business, demonstrating adaptability in addressing diverse customer needs and technical requirements.
- Developed strong expertise in telecommunications by troubleshooting and resolving issues across Copper, Cable, and Fiber technologies for a leading provider in Australia.

Education and Qualifications

Associates Degree in Hotel and Restaurant Services

Jun 2007 - Apr 2009

Eastwoods International Institute of Science and Technology, Dinalupihan, Bataan

Personal

Name

Carlpin Sacramento

Address

172
2110 Dinalupihan, Bataan

Phone number

+63 919 260 4050

Email

sacramentocarlpinb@icloud.com

Interests

Baking, Cooking and Reading