

KEZIA GAMOLO

CUSTOMER SUPPORT | BILLING OPERATIONS | VIRTUAL ADMINISTRATION

General Santos City, Philippines | 0963 262 5129 | gamolokwork@gmail.com

PROFESSIONAL SUMMARY

Customer support and operations professional with experience in billing and invoicing, executive and administrative assistance, scheduling, CRM management, and customer account support. Experienced in communicating with customers, reviewing billing information, investigating payment concerns, coordinating appointments, and maintaining accurate records in remote work environments. Organized, detail-oriented, and committed to providing reliable customer service.

CORE SKILLS

- Customer Service & Client Communication
- CRM & Account Management
- Scheduling & Appointment Coordination
- Sales Support & Lead Generation
- Billing, Invoicing & Payment Support
- Executive & Administrative Support
- Customer Issue Resolution
- Excel, Data Entry & Record Management

PROFESSIONAL EXPERIENCE

Virtual Assistant / Scheduler | Maid My Day — Australian Account

2025-2026

- Coordinated schedules by matching client requests with cleaner availability and confirming appointment dates and times.
- Communicated with clients and team members through email and other work channels to manage scheduling updates and follow-ups.
- Maintained accurate scheduling information and helped resolve appointment changes and coordination issues.

Billing Specialist | SSL.com

2022-2025

- Managed customer billing inquiries and reviewed invoices, payments, and account details for accuracy.
- Used Stripe to investigate duplicate or multiple charges, review customer and subscription information, and research billing discrepancies.
- Processed authorized refunds or credits in accordance with company policies and applicable billing procedures.
- Communicated billing findings clearly and supported customers with payment-related concerns.

Hire Car Claim Consultant | Avis Budget Group

2020-2022

- Assisted customers with rental-car claims and explained the claims process, requirements, and next steps.
- Provided customer service and sales support to help customers navigate claim-related concerns.

Lead Generation Specialist | Medigap Life

2019

- Identified and researched prospective customers through outbound calls, email, social media, and other outreach methods.
- Qualified leads, gathered relevant prospect information, and passed suitable prospects to the sales team.

EDUCATION

Bachelor of Arts in Sociology — Mindanao State University-General Santos City

Confirm education dates and graduation status before submitting.

TOOLS & SYSTEMS

Stripe, HubSpot CRM, Intercom, Microsoft Excel, Monday.com, Outlook email and calendar tools, and scheduling systems.

LANGUAGE

English