

Jun-Jun Layosa

Customer Service Representative | Chat, Email & Voice Support

CONTACT INFORMATION

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PROFESSIONAL SUMMARY

Customer Service Representative with experience providing support through chat, email, and voice channels across multiple lines of business. Proficient in CRM platforms, including Zendesk and Kustomer, as well as invoicing and investigation tools. Demonstrates strong multitasking, computer literacy, customer service, and leadership skills.

PROFESSIONAL EXPERIENCE

TaskUs Chateau

Turo Customer Service Representative | May 2023 – October 2026

- Maintained top scorecard by monitoring KPIs monthly in multiple tools such as CRM, invoicing, and investigation
- Handled multiple lines of business (LOBs).
- Provide assistance virtually.
- Demonstrated leadership by supervising and assisting colleagues.

Teleperformance Philippines

Customer Service | October 2021 – April 2023

- Maintained awareness of performance metrics including CSAT, AHT, and QA scores.
- Handled chat, email, and call channels.
- Demonstrated multitasking skills and computer literacy.

Jollibee Fast Food Chain

Service Crew | June 2020 – October 2021

- Applied kitchen task knowledge while following standard procedures.
- Provided customer service, assembled and took orders.
- Demonstrated upselling to reach daily sales.

EDUCATION

Institute of Creative Computer Technology Colleges (ICCT)

Bachelor of Secondary Education Major in English (BSED)

- 2nd year completed.
- Familiar with teaching English to different learners.
- Trained to perform practice teaching.
- Attended seminar titled "Job Satisfaction." with certification.