

Contact

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www.linkedin.com/in/shiela-borbon-532545215 (LinkedIn)

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(Personal)

Top Skills

Business-to-Business (B2B)

Customer Experience

Customer Relationship Management (CRM)

Certifications

Credit Repair VA

Civil Service Professional Exam
Passer

Virtual Assistance Training

Shiela Borbon

Client Success Manager | Legal Virtual Assistant
Manila, National Capital Region, Philippines

Summary

Hi! I'm Shiela, a seasoned BPO employee and a very capable Virtual Assistant. Let's talk if you want to learn more!

Experience

ParrisWhittaker

Client Success Manager / Legal Virtual Assistant

October 2022 - Present (3 months)

The Bahamas

I help onboard clients and ensure that their needs are met.

Code Ninja Co.

Senior Customer Success Manager

January 2017 - October 2022 (5 years 10 months)

Quezon City, National Capital Region, Philippines

Monitored metrics and developed actionable insights to improve efficiency and performance.

Played instrumental role in client satisfaction by working with operational teams for proper resolution of service issues.

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Email and Back Office Support Associate

October 2015 - January 2016 (4 months)

Pasig, National Capital Region, Philippines

Developed and implemented performance improvement strategies and plans to promote continuous improvement.

Completed paperwork, recognizing discrepancies and promptly addressing for resolution.

Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Transcom

Technical Support Specialist

January 2014 - October 2015 (1 year 10 months)

Mandaluyong, National Capital Region, Philippines

Provided Tier 1 IT support to non-technical internal users through desk side support services.

Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.

Explained technical information in clear terms to promote better understanding for non-technical users.

SHORE Solutions Inc.

Customer Service Representative

January 2013 - October 2013 (10 months)

Mandaluyong, National Capital Region, Philippines

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers.

Answered customer telephone calls promptly to avoid on-hold wait times.

Recommended products to customers, thoroughly explaining details

Aegis PeopleSupport, Inc.

Conference Services Coordinator

October 2010 - November 2012 (2 years 2 months)

Makati, National Capital Region, Philippines

Created plans and communicated deadlines to complete projects on time.

Actively listened to customers' requests, confirming full understanding before addressing concerns.

Used coordination and planning skills to achieve results according to schedule.

HSBC

Customer Care Associate

October 2007 - November 2008 (1 year 2 months)

Quezon City, National Capital Region, Philippines

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers.

Answered customer telephone calls promptly to avoid on-hold wait times.

Recommended products to customers, thoroughly explaining details

Sykes Enterprises

Technical Support Representative

January 2006 - July 2007 (1 year 7 months)

Makati, National Capital Region, Philippines

Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.

Assisted customers in identifying issues and explained solutions to restore service and functionality.

Promoted efficiency among departments with prompt resolution of system issues.

Sitel Group

Customer Service Associate

May 2005 - December 2005 (8 months)

Pasig, National Capital Region, Philippines

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers.

Answered customer telephone calls promptly to avoid on-hold wait times.

Recommended products to customers, thoroughly explaining details

Education

Pamantasan ng Lungsod ng Maynila

Bachelor of Arts - BA, Communication and Media Studies · (2001 - 2005)

Ramon Magsaysay High School

· (June 1997 - March 2001)