



JIREH JAMES TAGAY

CUSTOMER SERVICE
REPRESENTATIVE AND
VIRTUAL ASSISTANT

PERSONAL PROFILE

I am a professional Customer Service Representative with over 6 years experience in providing excellent customer support and building customer loyalty.

SKILLS & ABILITIES

- Motivated, well-disciplined individual
- Finds joy in assisting others
- Knowledgeable in conversational English.
- Team player
- Works with minimal supervision
- Can Handle pressure

CONTACT INFORMATION

Cell: 0968-575-6613
Email: tagayjireh@gmail.com
Skye ID: live:xjiwah21
Address: 214 Rosal Street Landmark 3 Sasa
Davao City

EDUCATIONAL HISTORY

University of Mindanao

Bachelor of Arts in Psychology, 2017

- Member and Volunteer, Student Tutoring Center
- Member, Primum (UM Media)

Las Piñas North National High School

Graduated in 2012.

- Vice President, Student Council
- Vice President, Journalism Club
- Member, Aspiring Radio Anchors
- Member, Science and English Club
- President, Literature Club

WORK FROM HOME EXPERIENCES

Chat/Email Support Representative

Goose Creek Candles - Talentpop (E-Commerce)
March 2022 - August 2022

- Receive and Promptly Respond to Customer Queries
- Document Issues and Resolutions
- Learn About New Products and Services
- Develop Customer Service Solutions
- Identify Possible Website Errors

Technical Support Representative

StackSports

October 2022 - December 2022

- Answering customer concerns via email support
- Updating websites based on the guidelines provided
- Making sure that email backlogs are lessen down

Property Manager

Copper Safe Storage

August 2022 - April 2023

- Answering tenant concerns via phone support
- Sending emails for follow-ups with their move-ins and or move-outs
- Solving unit concerns or related issues
- Collecting rent and other property fees from tenants and individual owners
- Investigating and resolving property complaints and rental violations

AVAS Flowers

Customer Service Representative

January 2018 to February 2019

- Answering customer concerns with orders.
- Tracing delivery order delivery attempts
- Tracking customer order status.
- Investigating and resolving order status complaints.

BPO/CORPORATE EXPERIENCES

VXI (DirecTV)

Technical Support Representative February 2016 - November 2017

- Embody quality service by providing a reassuring voice during the resolution of a client's networking or technical difficulties.
- Ensure timely resolutions by maintaining an accurate database and documenting complex technical issues concisely for repair teams.
- Coordinate resolution efforts with additional departments while monitoring and apprising clients.
- Improve department processes and technologies through the investigation and identification of the root cause of technical problems.
- Support efforts to enhance the client experience through process reviews, analysis and recommendations to leadership.
- Perform additional duties related to the position as assigned.

Content Moderator (Byte Dance)

Conectys

December 2019 to April 2021

- Reviewing content to determine if it violates any laws or regulations, such as those pertaining to hate speech, bullying, or harassment
- Reviewing content for plagiarism or copyright infringement, or for obscene language or pornographic images
- Reviewing content for obscene language or pornographic images, such as photos or videos, which might violate state laws regarding child pornography
- Monitoring social media channels for illegal activity or violations of company policies
- Reviewing content for libelous statements or violations of intellectual property rights such as copyright infringement or trademark infringement
- Reviewing content for potential threats to public health or safety, such as instructions on how to make explosive devices or biological weapons
- Reviewing content for bias or discrimination against specific groups of people based on age, race, religion, disability status, sexual orientation, or gender identity or expression
- Reviewing content for legality in order to remove any illegal or inappropriate material

BPO/CORPORATE EXPERIENCES

FPS CSR (Remitly)

July 2021 - March 2022

- Acting as a first point of contact: dealing with correspondence and phone calls
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Supporting customers via chat with their financial concerns
- Maintain financial accounts by processing customer adjustments
- Email Management
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CHARACTER REFERENCES

Abigail Tenchavez

VXI Talent Acquisition
Phone#: 09334670812

Christian Clark Eno

Concentrix (Content Moderator)
Phone#: 09072773534

Donn Miguel Comia

Remotask
Phone#: 09774948205

Jericho Daniel Gumapac

FPS (ENVISION)
Phone#: 09273145470