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P-Durian, Sitio Canon, Brgy. Talandang,
Tugbok District, Davao City.

SKILLS

- Back Office Task
- Email Support
- Data Entry
- Internal Helpdesk
- Customer Service Representative
- Status Update/Logistics
- Healthcare Client Support
- Internal Provider Request

LANGUAGES

- English
- Filipino

GEMMALYN PORGARILLAS

BACK OFFICE II

PROFESSIONAL EXPERIENCE

In my role as a back office representative, I addressed potential clients via email and other channels in order to assist them establish their businesses. I delivered effective messages that generated good responses by utilizing my experience in appointment set up, customer service, and communication.

I've been in customer service for over sixteen years, working for organizations including Sutherland, Teleperformance, and Awesome OS. I've dealt with both technical and non-technical problems, offering clients competent phone and email help. I have also handled calls from customers requesting to talk with a supervisor on the Internal Helpdesk if their issues were not resolved by the front end representative or if the call needed to be escalated.

I am a responsible, goal-oriented, and well-rounded freelancer that can adjust to a variety of jobs and situations. I'm always eager to expand my knowledge and develop my skills. My primary goal is to fulfill my clients' needs and provide their complete satisfaction.

WORK EXPERIENCE

Awesome CX | Back Office II

October 2019 - October 2023

1. Health Care account (Back office / Internal Provider's Request LOB)

- Assisted Clinician/Provider's request to book an appointment for their clients/patients.
- In charge of all direct requests from the Clinician / Provider for their patients and make sure to notify them or their request via email.

2. Interior Design Brand (Status Update / Logistics LOB):

- Update the status of the merchandise order by encoding data to google sheets
- Notify customers via email based on the status of their orders (ordered, backordered, shipped, delivered).

Teleperformance | Customer Service Representative

February 2014 - March 2017

- Providing best resolution and customer satisfaction.
- Skills: English · Phone Etiquette · Teamwork · Communication · Customer Service · Customer Support

Sutherland Global Services Ltd. | Customer Service Consultant (TIER 2)

December 2007 - March 2012

Handle escalated calls from front end consultants.

Respond promptly to customer inquiries.

Obtain and evaluate all relevant information to handle inquiries and complaints.

Perform customer verifications

Direct requests and unresolved issues to the designated resource.

Communicate and coordinate with internal departments

- Skills: English · Phone Etiquette · Teamwork · Communication · Escalation Resolution · Tier 2 Help Desk Support · INTERNAL HELP DESK · Customer Service · Customer Support

EDUCATION

University of Southeastern Philippines, 2001-2005

Bachelor of Science in Agricultural Business