

Jayson Matthew O. Credo

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Career Objective

Dedicated and experienced professional with a strong background in customer service, technical support, and sales across multiple industries. Adept at troubleshooting, using CRM tools, and providing exceptional support to both clients and teams. Seeking a dynamic role to leverage my expertise in problem-solving, leadership, and communication skills, contributing to organizational success.

Education

College Undergraduate – Information Technology

ACLC Dasmarinas / ICCT Colleges Cainta 2013-2015

Angono National High School

High School Graduate (Old curriculum) 2009-2013

Professional Experience

Customer Service and Sales Representative

IQOR / Walmart.com | 2015

- Provided comprehensive support in billing, sales, and general customer inquiries.

Technical Support Representative (RMA/Warranty)

Sutherland / Blackberry | 2016

- Delivered technical assistance for warranty claims and device troubleshooting.

Technical Support Representative / Sales / Billing

VXI / AT&T U-Verse | 2016–2017

- Managed technical and billing concerns while driving sales opportunities.

Amazon Seller Support Specialist

Arvato / Majorel | 2017–2018

- Supported Amazon sellers by resolving inquiries regarding listings, orders, and account issues.

Customer Service Representative / Acting SME (Community Support Team)
IQOR / T-Mobile | 2018–2019

- Addressed billing, sales, and customer service concerns for T-Mobile customers.
- Provided coaching and guidance as an Acting Subject Matter Expert.
- Taking Supervisor Escalation calls

Customer Service Representative / Acting SME / Training Mentee
IGT Solutions / Flair Airlines | 2019–2020

- Delivered email and chat support for customers inquiring about Flair Airlines services.
- Answered Phone calls as an agent and in the Escalation line as a Subject Matter Expert
- Taking Supervisor escalation calls
- Mentored new hires as part of the Training Mentee Program.

Freelance Technical Support Agent
Dollar General | 2020–2021

- Assisted with technical troubleshooting for Dollar General POS systems to ensure All cashier systems are working.

Customer Service Representative (Email/Chat Support, Order Management)
Outsourced Quality Assured Services | 2021–Present

- Handled data entry, prescription management, and order processing using CRM tools.
- Answering Email and chat inquiries with unlimited Concurrencies.

Skills

Hard Skills:

- Advanced troubleshooting for hardware and software issues.
- Proficient in CRM tools: Zendesk, Salesforce, AmeliaRES, Shopify, Richpanel, and Magento.
- Fluent in English communication.
- RCA Training completion for leadership positions.
- Basic accounting for billing explanations and account restoration.
- Data encoding and management.

Soft Skills:

- Exceptional communication and interpersonal skills.

- Highly trainable with a quick learning curve.
 - Strong leadership and critical thinking skills.
 - Works efficiently under pressure with minimal supervision.
 - Integrity and professionalism in all tasks.
 - Detail-oriented and able to handle multiple tasks simultaneously
 - Strong organizational and time management skills
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Achievements

- Key contributor to the launch of T-Mobile's TEX in the Philippines.
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