

Airalyn Batingan

E-commerce Support | EVA

Customer Support



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SJDM Bulacan, PH



ABOUT ME

Seasoned Customer Support Professional with over 10 years of hands-on experience supporting telecom, insurance, and e-commerce clients. I've thrived in dynamic roles-from ESL teaching and cold calling to handling complex billing and tech support for major providers like Verizon. Skilled in delivering tailored solutions via phone, chat, and email, I combine clear communication with a problem-solving mindset to consistently enhance customer satisfaction.

As a freelance Executive Virtual Assistant - I bring agility, precision, and professionalism to every task.

WORK EXPERIENCES

ESL / Freelance

Jan 2015 – Mar 2015

CSR I

Collective Solution International / Quezon City / Jun 2015 – Jan 2016
Free Government Phone (Safelink Wireless)

CSR I

Teletech PH / Quezon City / Mar 2016 – July 2019
Verizon Home Triple-Play Sales & Billing Expert

CSR I / COLD CALLER

Intelesquad Solution Inc / Bulacan / Aug 2019 – Dec 2019
Home Appliances Insurance Claims Support

CSR I

AFNI PH / Quezon City / Feb 2020 – Mar 2022
Verizon Mobile Sales & Billing Expert

Email / Chat Support Freelance

April 2022 – May 2025
Shopify e-commerce Support

Executive Virtual Assistant / Freelance

EDUCATION

Associate of Science
Our Lady of Fatima University
BS Psychology

SKILLS

Customer Support

Phone, Email & Chat Support

Cold Calling

Problem Solving

Technical Support

Photo/Video Editing

Creativity

Sales & Billing Expertise