



JAY AR SINGH

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- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- SMM (scheduling posts)
- Website post management
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support.

EDUCATION

Ateneo de Naga University

- Knowledge in healthcare work.
- Have studied the ability of a nurse to seek and interpret information from a theoretical and practice perspective based on evidence rather than opinion.
- Demonstrate competency in providing health care to individual, sick or well, using nursing process.
- Have studied reception and endorsements of documents and relay the information to colleagues.

CERTIFICATIONS

Virtual assistant certified training

WORK EXPERIENCE

Sutherland Global Services | October 2014 - November 2017

Customer service representative and technical support

- Chat support representative.
- Especially adept at identifying the needs of each clients/customers.
- CSR and TSR for a financial software application.
- Superior knowledge of researching and navigating thru knowledge-based articles and resources.
- Developed efficiency and time management to gauge proficiency.
- Ensured that the resolutions were customer-centric and effective.

Quantrics Enterprises Inc. | April 2018- September 2018

Customer service representative

- Telecommunication inbound call center voice account.
- Expertise in handling network subscription and features.
- Resolved client concerns and complaints in order to maintain a positive atmosphere.
- Maintained contact with immediate supervisor, higher management to make sure customers' concerns were addressed.
- Handled billing and sales.
- Customer and metric centered mindset.

Concentrix | November 2019 - April 2020

Customer service Advocate

- Healthcare inbound call center voice account.
- Expertise in handling patient insurance information.
- Resolved healthcare attendants questions and inquiries.
- Maintained contact with immediate supervisor and immediate support to make sure client's concerns were addressed.
- Collaborated effectively with authority figures to ascertain clear, helpful service user options and pathway.

WORK EXPERIENCE

Probe Cx | October 2021 - June 2023

Customer service representative

- Logistics inbound call center set up.
- Handled emails and chats regarding client inquiries.
- Performing well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.

Probe Cx

Support and supervisor tasks

- Handled supervisor tasks such as addressing client complaints thru emails, chats and phone calls.
- Sorting email to respective folders after responding in a timely manner.
- Collaborating with Manager to resolve comprehensive client concerns and escalations.

WORK EXPERIENCE

Fix Appliance CA | January 2024 - September 2024

Dispatcher

- Inbound call, Email and Chat
- Handled emails and chats regarding client inquiries.
- Booking licensed technicians to residences and businesses to diagnose and fix major appliances such as Fridges, Washers, Dryers, Microwave and more....

Kidmoto | September 2024- Feb 2025

Dispatcher

- Non voice
- Handles incoming ride requests for passengers that needs special child car seat transport from Airport to home or vice versa
- Also handles email inquiries

VIRTUAL ASSISTANT CERTIFIED TRAINING

