

JERICO GUAÑIZO

CUSTOMER SERVICE VA | TECHNICAL SUPPORT VA | E-COMMERCE VA | GENERAL VA

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[LinkedIn](#) | [Website/Portfolio](#)

PROFESSIONAL SUMMARY

Customer Service and Technical Support professional with 7+ years of BPO experience supporting international clients across e-commerce, fintech, retail, and education technology accounts. Skilled in Shopify support, technical troubleshooting, account resolution, and phone, chat, and email support, with hands-on use of Zendesk, Salesforce, Shopify, Amazon, and Stripe. Consistently handled 60 to 120 support tickets daily while maintaining a 92% CSAT score. Comfortable managing administrative, scheduling, and data-entry tasks alongside frontline support, and currently expanding into data annotation. Targeting Customer Service VA, Technical Support VA, E-commerce VA, and General VA roles supporting US, UK, and AU clients.

KEY SKILLS

Customer Service | Technical Support | E-commerce Support | Shopify Support | Zendesk | Salesforce | Amazon Support | Account & Order Resolution | Technical Troubleshooting | Phone, Chat & Email Support | Ticket Management | Calendar & Inbox Management | Data Entry | Administrative Support | Customer Experience

TECH PROFICIENCY

Productivity & Admin: Microsoft 365 | Google Workspace | Microsoft Office | Google Calendar

Communication: Slack | Phone | Chat | Email | Remote Support Tools

CRM & Support: Zendesk | Salesforce | CRM / Ticketing Systems

E-commerce: Shopify | Amazon | Product Listing | Shopify Store Support

AI & Automation: Microsoft Copilot | ChatGPT | AI-assisted Workflows

Web & Content: Basic HTML/CSS | SEO Basics | Canva | CapCut

PROFESSIONAL EXPERIENCE

Support Advisor, Shopify

Sep 2024 – Apr 2026

TaskUs

- Resolved 60 to 120 Shopify support tickets daily, addressing merchant account, store, product, and platform-related concerns.
- Maintained a 92% CSAT score while handling high-volume merchant support interactions.
- Triaged technical and account issues through structured troubleshooting, guiding merchants toward clear resolutions and next steps.
- Managed support cases across established workflows while balancing customer experience, quality, and productivity targets.

Account Analyst, Stripe

Nov 2023 – Mar 2024 (Project-based)

TDCX

- Managed approximately 5 account-related cases daily, reviewing customer information and applying account procedures to determine appropriate resolutions.
- Created 40 email macros covering different case scenarios, improving consistency across customer communications.
- Maintained strong QA performance while following account, compliance, and service procedures.
- Managed SLA requirements within the support workflow despite consistently low queue volume.

Technical Support Advisor, Pearson

Feb 2023 – Sep 2023

Concentrix

- Resolved 20 to 30 daily technical support calls from US-based educators and students, addressing account access and course-related concerns.
- Guided new students and educators through MyLab and Pearson Vue access issues using step-by-step troubleshooting.
- Maintained approximately 80% QA performance while following troubleshooting, documentation, and escalation procedures.
- Adapted technical explanations to users with different levels of technical familiarity to help them regain platform access.

Rebate Specialist / Customer Service Representative

Jul 2022 – Dec 2022

NuVision Autoglass

- Managed the Philippines-side rebate workflow for completed windshield installations, ensuring eligible promotions were reviewed and processed.
- Coordinated rebate requirements with an Arizona-based counterpart, maintaining continuity between US operations and Philippines-based support.
- Monitored completed installations and prioritized applicable promotions before transitioning to customer service coverage.
- Handled 30 to 40 customer calls, supporting inbound service needs and conducting outbound calls to prospective leads.

Customer Service Rep → Subject Matter Specialist → TLA, Amazon

Sep 2019 – Jan 2022

Concentrix

- Handled 60+ daily customer calls, resolving account, order, delivery, and service concerns while following established quality standards.
- Progressed from Customer Service Representative to Subject Matter Specialist and TLA over 2 years and 6 months on the account.
- Maintained positive feedback from QA and team leaders through consistent customer service and account performance.
- Supported peers and team operations as a Subject Matter Specialist and TLA, providing account guidance and reinforcing service processes.

Warehouse Man → Production Helper → Cashier Supervisor

2016 – 2018

Marshas Delicacies

- Managed warehouse inventory and product movement before progressing to production support and cashier supervision.
- Supported daily production operations and maintained accurate handling of goods across warehouse and production activities.
- Supervised cashier operations and coordinated front-line staff to maintain smooth daily store operations.

Warehouse Clerk

2014 – 2015

Waltermart Supermarket

- Managed wet and dry storage areas, sorting incoming goods and maintaining organized inventory locations.
- Updated inventory records to support accurate warehouse tracking and product control.

IT Staff / Technical Support

2015

MegaResto

- Provided technical support across Metro Manila branches, troubleshooting CCTV systems, POS terminals, network connectivity, computers, and printers.
- Diagnosed hardware, software, and connectivity issues while handling administrative requirements across branch operations.
- Completed on-site technical repairs and troubleshooting to maintain operational continuity across multiple locations.

EDUCATION

Bachelor of Science in Information Technology

Sorsogon State University, Bulan Campus | 2014

PROFESSIONAL DEVELOPMENT

- Currently completing training in Data Annotation to expand into AI data-labeling work.
- Enrolled in Web development course by Angela Lee in Udemy.
- Completed Language and Skills training internally across BPO companies.

REMOTE WORK READINESS

Internet: BTTI 300 Mbps primary connection | Portable WiFi modem with prepaid SIM, up to 100 Mbps backup

Power: 100,000 mAh portable power station with 120W output for emergency continuity

Equipment: ASUS VivoBook Go 14/15, Ryzen 5 processor, 8GB RAM | Noise-reduction headset with AI noise cancellation

Workspace: Dedicated home workspace suitable for focused remote work and client communication

Availability: Open to US EST, PST, UK GMT, and AU AEST schedules

LANGUAGES

English (Fluent) | Filipino (Native)