



JHILIANNE CALONIA

CHAT SUPPORT

Contact



Bohol, Philippines



0994-334-9833



caloniajhilianne@gmail.com



Skills

Fast and Accurate Typing



Strong Written Communication



Problem Solving



Multitasking



Basic Troubles Shooting Skills



Objective

To contribute to a customer-centric organization as a Chat Support Representative by providing clear communication, timely resolutions, and consistent service quality. Dedicated to learning company processes and maintaining professionalism in all interactions.



Education

Bohol Island State University

2025 - Present

Bachelor of Science in Computer Science

BIT International College

Graduated: 2024

Accountancy, Business, and Management



Work Experience

Position: Online Administrative and Communication Assistant (Part-Time / Project-Based)

Company: Various Small Businesses (via Freelance Platforms)

Location: Remote (Philippines)

Duration: March 2024 – Present

Key Contributions & Transferable Skills:

- **Customer Communication Support:** Managed timely follow-ups and drafted professional responses to customer inquiries and general questions from customers via email and basic chat platforms, demonstrating strong written communication skills.
- **Data Accuracy and Records Management:** Maintained a high accuracy rate (98%) while organizing and updating client transaction records, customer contact information, and inventory lists using Google Sheets and internal tracking tools.
- **Virtual Task Coordination:** Successfully executed various administrative and ad-hoc tasks, utilizing personal time management skills to ensure flexible work hours did not compromise task quality or meeting deadlines.
- **Process Improvement:** Identified and reported inconsistencies in existing records, contributing to minor process adjustments that improved the client's data flow and operational eff in school online helpdesk or class chat moderation



References

- **Available upon request.**