

JOHN CRISTIAN MICALLER

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PROFESSIONAL SUMMARY

Results-driven professional with a proven track record in customer-centric roles. Adept at providing exceptional service through effective communication, problem-solving, and a customer-focused approach. Possesses caregiving training, demonstrating a compassionate and empathetic nature. Proven ability to handle diverse responsibilities, from resolving technical issues to addressing customer inquiries and facilitating seamless customer experiences. Committed to continuous improvement and learning, with a strong foundation in customer service best practices. A versatile team player with excellent interpersonal skills and a keen eye for detail, dedicated to ensuring customer satisfaction and fostering positive relationships.

SKILLS AND ABILITIES

- Caregiving
- Conflict Resolution
- Attention to Detail
- Time Management
- Communication Skills
- Customer Service
- Technical Skills
- Organizational Skills
- Physical Skills
- Teamwork
- Technology Proficiency
- Problem-solving
- Flexibility
- Multitasking
- Adaptability

WORK EXPERIENCE

Teleperformance Philippines | Quezon City, Philippines

Dec 2018 - Dec 2019

Position: Customer Care

- Assisted customers in resolving inquiries and issues promptly.
- Responded to customer inquiries via phone, email, and chat.
- Handled and resolved customer complaints in a professional manner.
- Provided product information and assistance with order placements.
- Maintained accurate records of customer interactions and transactions.
- Collaborated with other team members to address complex customer issues.
- Participated in training sessions to stay updated on product knowledge.
- Contributed to improving customer service processes and procedures.
- Met and exceeded customer satisfaction targets.

Concentrix Philippines | Quezon City, Philippines

Jun 2020 - Dec 2021

Position: Technical Support

- Provided technical assistance and support to customers via phone, email, or chat.
- Diagnosed and resolved technical issues with hardware, software, or network systems.
- Guided customers through troubleshooting procedures and solutions.
- Documented and tracked customer issues in the support ticketing system.
- Collaborated with cross-functional teams to escalate and resolve complex technical issues.
- Offered product and service recommendations based on customer needs.
- Stayed abreast of product updates and technological changes to provide accurate information.
- Conducted follow-up with customers to ensure satisfactory resolution of technical problems.

- Participated in ongoing training to enhance technical knowledge and skills.
- Contributed to the development of knowledge base articles for common technical issues.

Afni Philippines | Quezon City, Philippines

Feb 2022 - Nov 2023

Position: Customer Support Representative

- Assisted customers with inquiries, concerns, and product-related questions.
- Resolved customer issues promptly through effective communication and problem-solving.
- Provided information about products, services, and company policies.
- Processed customer orders, returns, and exchanges accurately and efficiently.
- Maintained a high level of professionalism and courtesy during customer interactions.
- Documented customer interactions and feedback in the customer support system.
- Collaborated with internal teams to address and escalate complex customer issues.
- Stayed informed about product updates and changes to deliver accurate information.
- Participated in training sessions to enhance product knowledge and customer service skills.
- Contributed to the improvement of customer support processes and procedures.

TRAININGS AND CERTIFICATIONS

- On-The-Job Training at Sto Niño Home For The Age Marikina
- On-The-Job Training at Technical Support of Information Technology in ABS-CBN, 2016
- Information & Technology Vocational Course
- Caregiver and Health Care Training

EDUCATION

Asia Pacific Caregiver and Health Care Training Inc. | Philippines
Caregiver

2021

Mary The Queen College | Quezon City, Philippines
Information & Technology

Jun 2014 - Mar 2016