






Julie Madelar

 jmjulie25@gmail.com  +63 998-348-0606  Calamba City Laguna  [jmjulie25](#)
 <https://jmjulie25.github.io>

SUMMARY

Dedicated and seasoned Customer Service Representative with over 7 years of extensive experience in delivering exceptional service to clients. Proficient in handling diverse customer inquiries, resolving issues promptly, and ensuring customer satisfaction. Skilled in effective communication, problem-solving, and fostering positive relationships. Proven track record of meeting and exceeding performance targets in fast-paced environments. Adept at adapting to evolving customer needs and utilizing advanced CRM systems to streamline processes.

WORK EXPERIENCE

UX Direct Global Inc-Pasig

Chat Support Associate May 2023 - January 2025

- Successfully managed high volumes of customer inquiries through a live chat platform, addressing a wide range of vehicle-related concerns including sales, service, and parts.
- Provided real-time assistance to customers, answering questions about vehicle models, pricing, features, available services, parts availability, and appointment scheduling.
- Effectively communicate product information and service offerings to customers, promoting relevant products and services while maintaining a customer-centric approach.

Telus International Philippines

Customer Support Representative October 2022 - February 2023

- Provide prompt and efficient support to players via live chat and email ticketing systems.
- Resolve player inquiries and issues related to account access, gameplay, billing, and technical difficulties.
- Troubleshoot technical issues and guide players through resolution steps.
- Assist players with account recovery and security-related concerns.

Concentrix

Advisor 1 Technical support May 2022 - October 2022

- Provided prompt and efficient technical support
- Diagnosed and resolved technical issues with 95% first-call resolution
- Addressed technical difficulties with course materials

Majorel Philippines-Angeles

Customer Service Representative July 2020 - May 2022

- Provided Exceptional Customer Support for an Online Retail Account:
- Efficiently managed high volumes of customer inquiries through live chat, addressing questions related to product information, order status, shipping, returns, and refunds.
- Offered basic technical support for software products, guiding customers through troubleshooting steps and resolving common software-related issues.
- Processed customer purchases and returns accurately and promptly, ensuring a smooth and seamless experience.

IGT Technologies Philippines Inc.

Travel Consultant

April 2018 - March 2020

- Proactively addressed a high volume of customer inquiries and complaints, demonstrating exceptional communication and problem-solving skills.
- Utilized CRM systems and other relevant software to efficiently track and manage customer interactions, ensuring data accuracy and compliance, showcasing proficiency in technology and attention to detail.

RMS Collect Philippines Inc (IQor)

Customer Financial Specialist

September 2016 - December 2017

- Provided exceptional customer support for a leading telco company.
- Successfully managed high volumes of customer inquiries through a live chat platform, specializing in resolving billing-related issues such as understanding charges, disputing bills, and assisting with payment options.
- Effectively communicated complex billing information to customers in a clear and concise manner, ensuring their understanding of charges and payment plans.
- Assisted customers with various payment methods, including online payments, mobile wallets, and over-the-counter payments, ensuring timely and accurate processing.
- Actively engaged in debt collection activities, following established protocols and demonstrating empathy and professionalism while communicating with customers regarding outstanding balances.

TTEC Philippines

Customer Service Representative

May 2016 - August 2016

- Successfully managed high volumes of customer inquiries through various channels (phone, email, chat) addressing a wide range of customer concerns related to service activation, troubleshooting, billing, and account management.
- Provided clear and concise explanations of service plans, pricing options, and available promotions to customers.
- Assisted customers with troubleshooting technical issues related to their services, such as internet connectivity, mobile data, and voice calls.

Teleperformance

Customer Center Agent

January 2016 - April 2016

- Provided excellent customer service by effectively addressing hotel reservation inquiries through phone.
- Assisted customers with booking modifications, cancellations, and refunds, ensuring a smooth and hassle-free travel experience.
- Provided accurate and up-to-date information on travel destinations, attractions, and travel advisories.

Bizsolv Asia (Pest Away Corporation)

CRM Representative

April 2013 - August 25, 2015

- Handles phone calls, inquiries, and complaints.
- Make a sale through the renewal of contracts from existing clients.
- Coordinate schedules with technicians and collectors.

EDUCATION

Polytechnic University of the Philippines - Sta Mesa

Bachelor of Science in Accountancy

June 2002 - March 2003

First-year College undergraduate.

PROJECTS

Weather Dashboard


January 2025 - up to present

A weather online application that shows current weather and forecast using OpenWeather API.

SKILLS

- **Problem Analysis:** Identifying the root cause of customer issues.
- **Troubleshooting:** Using available resources and knowledge to resolve customer problems.
- **Decision-Making:** Making sound judgments about the best course of action to take for each customer situation.
- **Resourcefulness:** Finding solutions even when information is limited. Knowing where to look for answers.
- **Critical Thinking:** Objectively analyzing information to identify the best solution.
- **Help Desk Software:** Familiarity with help desk ticketing systems such as Salesforce CRM and Zendesk Support.

CERTIFICATE

Web Development Fundamentals 

Knowledge of web development concepts, processes to develop, deploy, and test websites, and the tools and programming languages that web developers use. The individual has a conceptual understanding of how to develop an interactive website using HTML, CSS, and JavaScript in a simulated integrated development environment (IDE). The earner is aware of the job outlook in web development and is familiar with the skills required for success in various roles.