



CONTACT ME

+6390-8411-5674

bandoyjohnlino@gmail.com

Bangus St, Brgy. Wilfredo
Aquino, Agdao District
Davao City, Davao Del Sur, 8000

EDUCATION

Bachelor of Science in Economics
University of Southeastern Philippines
2020-2023

TESDA NCII
Computer Systems Servicing
2018-2019

SKILLS

- Data Entry
- Live chat and messaging
- Technical Documentation
- Customer Service
- Internet-based Research
- Excellent verbal and Non-verbal communication Skills
- Phone calls (Outbound and Inbound)
- Email and Ticketing System
- Interpersonal skills

TOOLS

- Gorgias
- Intercom
- Google Email
- Zoom
- Google Calendar
- Calendly
- Google Docs and Sheets
- Zoho
- Order Desk
- Shopify
- Returnly
- Okta
- Outlook
- Slack
- Zendesk
- Hubspot
- Microsoft Office such as Word and Excel
- Buddy punch
- 17Track
- ShipHero
- Packiyo

John Lino G. Bandoy

Customer Service Specialist

I am enthusiastic, self-motivated, reliable, work with less supervision, and am passionate about my work, which means that everything will be done to a high standard and with more work done than the average person, who is highly skilled in communication, collaboration, proactiveness and technical documentation. My 4 years combination of experience in the BPO industry, E-commerce Customer Support, Senior Data Steward/ General Researcher to a Cloud-based software and Research Company and as a Software Technical Specialist in a WMS Software which will enable me to make a positive contribution to your company.

WORK EXPERIENCE

Software Technical Specialist.
Packiyo WMS

May 2024 - December 2024

- Responded promptly to customer (B2B) inquiries and requests via chat, email, and ticketing system, ensuring timely and accurate communication.
- Provided detailed guidance to clients on using Packiyo WMS features for inventory management, order picking, shipping, and returns, enhancing their operational efficiency.
- Addressed and resolved client concerns and complaints by identifying issues and implementing effective solutions, contributing to high customer satisfaction.
- Managed and prioritized support requests and escalations, ensuring critical issues were addressed quickly and efficiently.
- Collaborated with team members to gather insights, discuss client needs, and share observations on software usage, fostering a collaborative work environment.
- Escalated complex technical issues to the Engineering developers team when necessary, ensuring that intricate problems were handled by specialized experts.
- Participated in continuous improvement initiatives by providing feedback and suggestions for enhancing the software and support processes, contributing to team growth and development.
- Manage OrderDesk accounts for 3PL and brands accounts.
- Do a general check to software backends for troubleshooting and finding the root cause and solved the client's issue in a timely manner.

Senior Data Steward/ General Researcher
Veeva Systems One DATA

April 2023 - January 2024

- Conduct internet research within the healthcare domain to gather relevant data.
- Initiate outbound calls to healthcare practitioners and organizations for data verification.
- Update and maintain electronic database records using tools such as Google Sheets.
- Focus on rectifying incorrect data elements to ensure data accuracy and quality.
- Handled special projects for the company that working directly with the big clients (Pharmacies) for US Department, Canada and Europe Department.
- Identify and steward specific data elements, contributing to the establishment of standards and controls.
- Meet and uphold daily performance goals for both speed and accuracy in data entry and management.
- Provide regular updates on Healthcare Providers (HCPs) and Healthcare Organizations (HCOs) data.
- Utilize strong data entry skills to ensure precise and efficient data handling.
- Demonstrate proficiency in Windows, Internet-based research, Google Apps, MS Office, and other office software.
- Work independently in a remote environment, managing rigorous daily deadlines.
- Prioritize highly organized work, displaying attention to detail and a commitment to data quality.
- Quick learner with the ability to adapt to evolving tasks within healthcare, customer data, life science industries, or market research.

- Assist customers in creating, submitting, checking, and canceling orders.
- Reach out to customers with updates on their order status and tracking information through email and chats utilizing Gorgias and Zendesk as the mainstream communication platforms.
- Update customer information through various tools such as Shopify, Fulfillify, CRM and Order Desk.
- Coordinate with our local and international couriers (FedEx, USPS, and UPS) in tracking the package.
- Answer tickets ranging from 80-100 emails per day while exhausting all resources and making sure accurate data or information were entered into the account prior to closing the transaction.
- Follow the methodical escalation process by verifying information.
- Help clients become experts by contributing to the Product Knowledge Base.
- Update spreadsheet for product inventory listed in the Shopify.
- Update documents, and weekly productivity reports to ensure that the clients are updated timely and accurately.
- Has a strong attention to detail in reviewing order data and also diligent in identifying and correcting any errors.
- Assist customers in creating, submitting, checking, and canceling orders.
- Proficient in using Warehouse Management Systems (WMS) such as Packiyio and ShipHero.
- Skilled at identifying and resolving discrepancies in orders not successfully imported from Shopify to WMS.
- Experienced in updating inventory stocks for canceled orders, returns, pending, and refunded orders, utilizing charts for weekly visual reporting.
- Adept at identifying and resolving system issues, particularly with duplicate SKUs that cause order pending statuses.
- Expertise in manually creating new products in Shopify and pushing data to WMS for warehouse use.
- Experienced in importing inventory CSV files from WMS to update inventory in Shopify, as well as for purchase orders.
- Proficient in using Order Desk to set up sales channel integrations and push data from these channels to WMS.
- Effective at collaborating with customer support to communicate and relay issues to the warehouse.

Customer Service Representative
VXI GLOBAL HOLDINGS INC.
SiriusXM

January 2021 - April 2022

- Always ensure that issues or concerns are properly addressed and provide real-time resolution.
- Exhibit an appropriate sense of urgency in responding to customer inquiries and issues.
- Possessed a customer-centric approach that will create a loyal base customers.
- Proactively offers subscription plans that will lock the customer into VIP access.
- Handle inbound and outbound calls offer plans and update the client's payment.
- Retain customers through proper education on the value of the product and provide alternatives that meet their wants and interests.
- Offer plans to the customer and stay focused on working on large tasks, while retaining close attention to detail.
- We help clients troubleshoot issues they experience with our products.
- Appropriately escalate customer concerns and issues to ensure timely and accurate resolution.
- Exhibit a comprehensive understanding of departmental resources, policies, and procedures to provide knowledgeable and effective customer support.
- Uphold productivity and quality standards to meet established benchmarks.

REFERENCE

Adrian Ayco

Current Position;
Staff Services Partner at **Bruntwork**
Former Team Leader at **VXI Global**

Phone: +639-4511-50736

Email : addy232258@gmail.com