

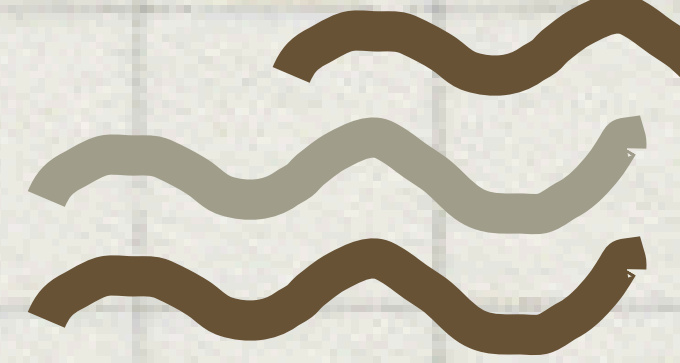
# PORTFOLIO

by: Jose Borja Jr



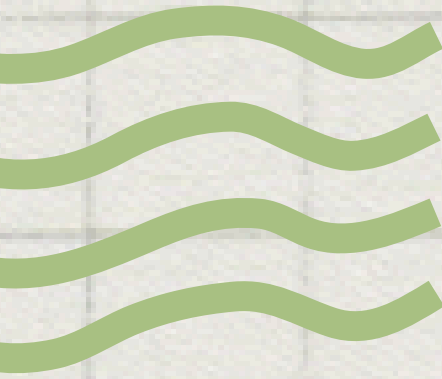
***GO AN EXTRA MILE***

# ABOUT ME



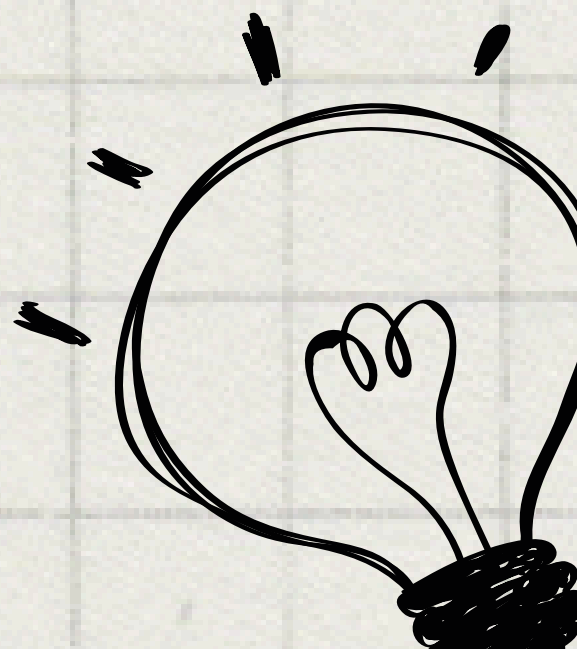
Love to read, fond of learning new things, pet lover





# GOALS

**My work-from-home and productivity goals focus on maintaining a consistent daily routine, staying fully organized, and keeping a distraction-free workspace that supports efficiency. I aim to manage tasks and deadlines effectively using digital tools, communicate clearly and promptly in a remote environment, and ensure that my equipment and internet are always work-ready. I also prioritize a healthy work-life balance to stay motivated, focused, and productive every day.**



# EXPERIENCE

With 13 years of combined experience as a Customer Service Representative and Technical Support Representative, I've built a strong track record of delivering exceptional service, resolving complex issues, and creating positive customer experiences. I'm skilled in handling high-volume inquiries, troubleshooting technical concerns, and providing clear, customer-friendly solutions—all while maintaining professionalism, empathy, and efficiency.



# DESIGN

**SMILING VOICE**

Customers are always valuable

**BUILD CUSTOMER TRUST**

**GO AN EXTRA MILE**

# CERTIFICATES



# SKILLS

**PROFICIENT IN CRM SYSTEMS**

**AND TOOLS: SHOPIFY,**

**AMAZON, GORGIAS, ZENDESK**