

CHRISTIAN A. PIDLAOAN

CUSTOMER SUPPORT & OPERATIONS VIRTUAL ASSISTANT

Matumbo Pusok, Lapu-Lapu City, Cebu 6015 | pidlaoanchristian2@gmail.com | 09664079771

Customer Support and Operations VA with 7 months of experience in inbound support, ticket handling, customer issue resolution, and digital product troubleshooting. Experienced in managing high-volume customer concerns with accurate documentation and calm resolution. Proficient in MS Office, Windows/Linux, and structured SOP-style workflows.

AREA OF EXPERTISE

- Google Workspace (Docs, Sheets, Drive, Gmail)
- Ticket/Helpdesk Support (Inbound)
- SOP Documentation
- Data Entry & Tracking
- Windows / Linux
- MS Office (Advanced)

PROFESSIONAL EXPERIENCE

Concentrix

Oct 2025 - Feb 2026

Customer Service Representative / Retail

- Handled inbound customer support tickets and live chat for digital product issues including troubleshooting, navigation walkthroughs, and software bug reporting.
- Resolved customer inquiries within SLA targets by identifying root causes and escalating complex issues with detailed internal notes.
- Documented recurring bugs and glitches and submitted structured reports to the technical team for resolution.
- Maintained consistent quality of responses using standardized reply formats.

iPloy Inc.

Nov 2024 - Mar 2025

Customer Service Representative / Healthcare

- Handled inbound calls and inquiries from patients regarding DME (Durable Medical Equipment) order status, product details, and delivery updates
- Provided accurate and empathetic assistance to patients with concerns, escalating medical/clinical issues to appropriate teams
- Maintained organized case notes and ensured accurate documentation per each patient interaction
- Managed high call volumes while maintaining professional and calm communication standards

EDUCATION

Asian Learning Center Inc.

2022 - 2024

Information Communication Technology.

- Major in Computer Programming.

ADDITIONAL INFORMATION

- **Languages:** English, French, Mandarin.
- **Awards:** Overall Top 3 Of TVL Track.
- **LinkedIn:** <https://www.linkedin.com/in/christian-pidlaoan-7ba35b338/>
- **Portfolio:** <https://www.christianpidz.xyz/>