

NESSA RUPA

CUSTOMER SERVICE

📍 Leyte

📧 <https://samplewebxite.wixsite.com/taskwithnessa>

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PROFILE INFO

I'm a customer support professional with over five years of experience in the BPO industry. I specialize in website, domain, and email support — helping clients with hosting, DNS configuration, and setup through platforms like GoDaddy and Microsoft. With a strong background in communication and problem-solving, I'm now transitioning into virtual assistance to bring my technical and organizational skills to online businesses.

EDUCATION

2016
EASTERN VISAYAS STATE
UNIVERSITY

- Bachelor of Science in Entrepreneurship

SKILLS

- Customer Service
- Chat/Email Support
- Website Builder
- DNS Management
- Email Management
- Customer Relationship
- Adaptability

LANGUAGES

- English (Fluent)
- Filipino (Fluent)

WORK EXPERIENCE

Sutherland Global Services 2023-2025
Technical Support - GoDaddy

- Delivered comprehensive support to GoDaddy customers, addressing website, domain, hosting, and email-related concerns. Assisted with domain configuration, including domain transfers and external DNS record management. Supported clients with Microsoft email setup, hosting account access, and WordPress troubleshooting to ensure smooth operations.

Telus 2022-2023
Technical Support - Wix

- Responsible for answering and resolving product(website) technical-support questions received from customers. Help customers with their billing, domain, SEO, and other website builder-related problems.

[24]7.ai 2021 [Seasonal Account]
Customer Service Representative

- Answer customer's questions, provide up-to-date information, and address concerns related to vaccination. Later on, help clients in scheduling an appointment with pharmacies that have vaccines on hand.

Teleperformance - Travelocity 2020
Customer Service Representative

- Responsible for providing travel information, booking reservations, servicing existing reservations, educating on company websites, and providing ticketing services.