

PATRICIA ANN FERNANDEZ

Cabuyao, Laguna, Philippines
+63-908-212-8146 | ciafernandez0@gmail.com
[linkedin.com/in/patricia-ann-fernandez-a66aa02bb](https://www.linkedin.com/in/patricia-ann-fernandez-a66aa02bb)

PROFESSIONAL SUMMARY

Results-driven Customer Support with 3+ years of experience supporting U.S., Canadian, and Australian clients across SaaS, telecommunications, and healthcare industries. Skilled in technical troubleshooting, account management, customer retention, ACA outbound calling, lead generation, and delivering seamless support across voice, email, and chat channels.

KEY SKILLS

- Customer Support (Voice, Email & Chat)
- Technical Troubleshooting & Bug Reporting
- Account Management & Customer Retention
- CRM Management & SLA / KPI Management
- Ticket Management, Escalation & Documentation
- Business Development & Lead Generation
- SaaS Customer Support
- Client Onboarding & Offboarding
- Email & Calendar Management
- Basic Graphic Design & Video Editing

TECH PROFICIENCY

Support & CRM: Zendesk | Gorgias | Freshdesk | Salesforce | Zoho | uManage | Stripe | Twilio
Dialers & Communication: OpenPhone | Dialpad | Dialed In | Slack | WhatsApp | Google Meet | Zoom | Outlook | MS Teams
Productivity & Admin: Google Workspace (Docs, Sheets, Gmail, Calendar) | Microsoft Office | Notion | Calendly | Trello | Apollo | ListKit | Monday.com | Dropbox | OneDrive | Shopify
AI Tools: Claude AI | ChatGPT | Gemini | Meta AI | Grammarly | Nannobanana
Design & Content: Canva | Adobe Illustrator | Wix | WordPress|

PROFESSIONAL EXPERIENCE

Business Development Specialist & Closer *April 2026 – May 2026*

Freelance / Contract | Remote | U.S.-Based Client

- Developed and executed email marketing campaigns targeting potential business buyers and investors to generate interest in business concepts.
- Researched and generated new business ideas, prepared presentations, and pitched concepts to prospective clients through consultative closing calls.
- Created business websites and supporting materials to professionally present business concepts to prospective buyers and stakeholders.
- Managed lead generation and prospect outreach to qualify buyers and drive conversion for business acquisitions.

Outbound Caller / ACA Specialist *October 2025 – March 2026*

Heilmrich Solutions | Full-time | Remote

- Conducted high-volume outbound calls using Dialed In auto-dialer to pitch ACA (Obamacare) health insurance plans, performing identity and eligibility verification to confirm prospect details, state of residence, and active status.
- Screened prospects for ACA eligibility by confirming the absence of Medicare, Medicaid, or employer-sponsored coverage, then executed warm transfers to licensed insurance agents for all qualified leads.
- Consistently met and exceeded daily and weekly call volume and qualified transfer quotas, maintaining a high conversion rate and contributing to team targets.

Customer Service Associate (Email & Live Chat Support) *July 2024 – June 2025*

Peak Support LLC – QUO (formerly OpenPhone) | Remote

- Delivered Tier 1 email and live chat support for a SaaS communications platform, assisting customers with account setup, subscription, number management, and feature usage.
- Maintained a 100% CSAT score and 95% QA score throughout tenure, consistently delivering high-quality support across all interactions.
- Recognized as Top Performer for four separate months, demonstrating sustained excellence in support quality, ticket handling, and SLA adherence.
- Assisted customers with account cancellation requests, ensuring a smooth and professional offboarding experience while identifying opportunities to retain customers where appropriate.
- Troubleshoot platform issues, identified potential bugs, documented detailed bug reports with clear reproduction steps, and escalated confirmed issues to Tier 2 and Engineering teams while flagging recurring trends.

Customer Service & Technical Support (Voice and Email) *March 2022 – June 2024*

Concentrix – Australian Telco (OPTUS)

- Handled an average of 50–60 customer interactions daily via voice and email, assisting residential and business clients while educating them on product features, service upgrades, and billing inquiries to improve CSAT and customer retention rates.
- Created and managed service tickets, coordinated technician appointments, and resolved technical issues including internet connectivity, service outages, and line testing, improving first-contact resolution (FCR) and ensuring timely issue resolution.
- Served as part of the Business Retention Team, engaging with at-risk and churning business clients via phone to address concerns, resolve disputes, and persuade them to retain their services, directly contributing to reduced cancellation rates.
- Assisted business customers with end-to-end account management including new account creation, purchasing and activating new services.
- Recognized as one of the Top 10 Leads Performers of the Month for consistently exceeding sales and conversion targets.

EDUCATION

Bachelor of Science in Tourism Management

University of Perpetual Help System Dalta – Calamba & Binan Campuses *2015 – 2019*