

AYDELORE ABAQUITA

Details

Phone

+639674330745

Email

aabaquita22@gmail.com

Skills

Customer Support

Technical Troubleshooting

Fraud Detection Dispute

Resolution Refund & Claims

Investigation Technical

Writing Documentation

Creation Social Media

Management Data Analysis

CRM Tools Communication

Skills Problem Solving

Attention to Detail

Administration

Sheets Automation

Tools & Creative Skills

Adobe Photoshop

Adobe Illustrator

Canva

Profile

Dynamic professional with over eight years of experience in customer support and technical writing, driving exceptional client communication and effective data analysis. Expertise in CRM tools and fraud detection underpins a proactive approach to problem-solving and multitasking. Committed to enhancing organizational effectiveness through precise documentation and engaging social media management. Proven ability to ensure customer satisfaction while maintaining a keen eye for detail and accuracy in all tasks.

Employment History

Administrator, Futxperform

October 2025 - June 2026

Supporting a football-related business by handling player communication, preparing player CVs, organizing files for video highlight editing, and tracking player profile updates. I monitor incomplete profiles, follow up with players, track program timelines, and post club opportunities on Discord. I also help improve internal tracking by organizing and automating spreadsheets to make the process more accurate and efficient.

ESL Teacher, Speak Globally

September 2022 - October 2025

Taught Korean students in one-on-one settings, helping improve communication skills through structural lessons.

Technical Writer, Appeal Assassins

September 2021 - July 2022

Drafted and edited Amazon appeal letters leading to successful reinstatement of suspended accounts. Produced clear, concise technical documents for clients under strict deadlines.

Technical Support Specialist, 5CA

August 2021 - November 2021

Provided technical assistance and troubleshooting for global users, ensuring efficient issue resolution and maintaining high satisfaction ratings.

Social Media Manager, Loving Not Working

February 2021 - December 2021

Managed potential customer FAQs for crypto classes via Instagram and Facebook Messenger, ensuring accurate responses and improved customer engagement.

Fraud Analyst, Signifyd

July 2018 - February 2021

Analyzed transactions for account takeovers, preventing losses and improving data review accuracy through enhanced verification processes.

Dispute Resolution Analyst and CSR, Ebay

November 2015 - February 2017

Handled technical and billing inquiries while maintaining excellent customer satisfaction through investigating eligibility for refunds while on the call.

Technical Support Associate and CSR, Qualfon Philippines

March 2014 - September 2014

Provided technical assistance, research, data entry, and customer support.