

03, February 2023

To Whom it may concern;

This letter is to certify that **Ms. Amacanin, Apryle A.** was employed under 24-7 Intouch Ph. Inc., from **9/23/2022** until **1/6/2023**. **Ms. Amacanin** last held the position of **Merchant Support Advisor in Probationary - Full Time** status.

This also certifies that **Ms. Amacanin** has been cleared and has no pending accountabilities with 24-7 Intouch Ph Inc..

This certification is issued upon the request of **Ms. Amacanin** for the purpose of employment records.

Respectfully,

Lastimado, Emerald B.
Coordinator | Human Resources
24-7 Intouch Ph. Inc.,
phhrservices@24-7intouch.com

If you have further clarification about this document, you may contact us through +6328814.8912 or email us through phhrservices@24-7intouch.com. Information disclosed herein shall be for the intended purpose only herewith in compliance with the Data Privacy Act of 2012. Any unlawful use or for other purpose voids this document.

Dry seal not required


JOB DESCRIPTION / CSR GURU PROFILE
Customer Service Associate

Job Title	Customer Service Guru
Location	Cebu, Philippines
Department	Operations
Overview of Position/ General Attributes	<p>Shopify is a complete commerce platform that allows people to start, grow and manage their own business.</p> <p>The successful Guru is excited to listen, teach and problem solve with Shopify merchants. The Guru is there to connect merchants with potential new features or plans to ensure they get the most out of the Shopify platform.</p> <p>A successful Guru is resourceful, creative, and able to ensure merchants are assisted quickly and efficiently. They must enjoy having engaging conversations with merchants while also offering some coaching to help their business grow to its fullest potential.</p>
Essential Functions	<ul style="list-style-type: none"> • An obligation to deliver top level customer service to the customer. • Receive multi-channel interactions such as inbound phone calls, email, and chat correspondence - gather and verify required information • Actively review or listen to the customer, taking their request for customer support going the extra mile for the customer. • Provide information to the customer and place appropriate notes in the CRM system indicating exactly what action was taken or needs to be taken • Ensure proper security procedures are followed on all client interactions to support PCI Compliance and Personal Information management policies and guidelines • Maintain thorough knowledge of systems so that information can be researched and proper information is given to client • Learn and retain a thorough working knowledge of all existing and new Home Advisor services. • Achieve assigned Key Performance Indicators – e.g. Call Handle Time, E-mail Response Time, Chat Response Time, Quality, Customer Satisfaction Indices • Attend team meetings/additional training sessions as scheduled • Performs other duties as assigned
Required Skills/Experience	<ul style="list-style-type: none"> • Must have at least one-year customer service experience, providing service at a high level. • Ability to make a difference in the customer experience by personalizing the contact to exceed customer expectations • Goes above and beyond to establish a personal connection with customers to make them feel welcome and appreciated • Creates a strong first impression by greeting each customer with a spirited, positive attitude • Pays attention to details; remembers names and key points of the conversation so the customer doesn't have to repeat themselves • Well above average-to-excellent verbal and written communication skills; Ability to speak accurately, using proper grammar, and good enunciation • Ability to listen attentively/review purposefully and to use information provided by customers to tailor responses and actions to meet the customer's specific needs, and going beyond whenever possible.




	<ul style="list-style-type: none">▪ Ability to adhere to all organizational policies and procedures▪ Admits mistakes and takes prompt action to correct them▪ Holds self and others accountable for delivering consistent quality results▪ Ability to operate a phone system, personal computer▪ Ability to perform basic mathematical functions▪ Must successfully pass a background check
Education Requirements	<ul style="list-style-type: none">▪ High school diploma or equivalent required
Work Environment and Physical Demands	<ul style="list-style-type: none">▪ Office environment



DIVINA ANDREA R. DE LOS REYES
Sr. Manager, Recruitment

Agreed and acknowledged, the parties have executed and delivered this Agreement as of the day and year below.

Acceptance by Employee



APRYLE AMARO AMACANIN
Name/Signature

September 7, 2022

Date