CHANEL BARLOSO PEREZ

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SUMMARY

Psychology student with nearly 7 years of fully remote work for an international client, a major UK online retailer, plus BPO experience on the Airbnb account at 24-7 Intouch. Knows first-hand what customer support and back-office roles demand, which helps in screening and assessing candidates for them. Strong interpersonal and written communication, with a professional, empathetic approach to every person I deal with. Organized and detail-oriented, with a track record of keeping records accurate and confidential, tracking many cases at once, and following processes from start to finish. Proficient in Microsoft Office and Google Workspace, and experienced creating online content, landing pages, and email sequences. Eager to apply a grounding in human behavior from psychology studies to the full recruitment cycle: sourcing, job posting, resume screening, interviews, pre-employment requirements, and onboarding.

EDUCATION

Bachelor of Arts in Psychology
CAP College Foundation, Inc.
Expected Graduation: June 2027

WORK EXPERIENCE

Customer Support Advisor
Buy It Direct Group | Huddersfield, United Kingdom (Remote)
October 2019 to Present

- Handled customer service for the marketplace accounts of a UK online retailer with over 1,000 employees (Laptops Direct, Appliances Direct) across Amazon, eBay, TikTok, Temu, OnBuy, Tesco Marketplace, and B&Q Marketplace
- Prioritized cases and organized order data to protect the health and performance of each marketplace account
- Tracked late and undispatched orders, coordinating with the warehouse team to get them shipped and keep customers updated
- Resolved complaints and escalations through Avaya with clear, empathetic written communication and de-escalation
- Processed returns, refunds, and replacements (RMA) end to end in Easy ERP, keeping records accurate and confidential
- Analyzed recurring workflow issues and recommended process improvements

Kajabi Course Creator and Online Learning Strategist
Chanel Course Creator (Self-employed) | Philippines (Remote)
December 2024 to December 2025

- Designed course structures and curricula that turned raw knowledge into structured, engaging lessons
- Built sales pages, landing pages, and automated sales funnels in Kajabi to grow course enrollments
- Set up subscription-based courses and private member communities
- Created email automation sequences to nurture leads and improve student engagement

Customer Service Representative, Resolutions 1
24-7 Intouch (Airbnb account) | National Capital Region, Philippines (On-site)
March 2019 to September 2019

- Resolved inquiries and booking issues for Airbnb hosts and guests promptly and accurately

- Used active listening and problem solving to de-escalate concerns and improve user satisfaction
- Maintained a positive experience for hosts and guests in every interaction

SKILLS

- People skills: interpersonal communication, professional written communication, active listening, giving clear feedback, conflict resolution, empathy, confidentiality
- Work skills: organizational skills, attention to detail, scheduling and follow-ups, document and requirements tracking, record keeping, database updating, prioritization, time management, process improvement, working independently and collaboratively, remote work with international clients
- Tools: Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Gmail), Canva, Airtable, Make.com, Easy ERP, Avaya, Kajabi
- AI tools: ChatGPT, Claude, Gemini
- Marketplaces: Amazon, eBay, TikTok, Temu, OnBuy, Tesco Marketplace, B&Q Marketplace
- Languages: English, Filipino

TRAINING AND EVENTS

- National Counselling and Psychotherapy Philippines Conference, Manila, November 2025 (Attendee)
- Resolutions 1 Training, Airbnb account, 24-7 Intouch, July 2019 (Certificate of Completion)