



DHAION ABERILLA



09704013646



dhaberilla@gmail.com



Calamba City, Laguna

ABOUT ME

Dedicated Customer Service and Virtual Assistant professional with experience supporting healthcare clients, caregivers, and fast-paced operations. Skilled in call handling, scheduling, documentation, and problem-solving. Known for staying calm under pressure, communicating with empathy, and managing urgent concerns with accuracy. Tech-savvy and experienced with CRM platforms and scheduling tools, with strong attention to detail and reliable weekend and after-hours availability.

EDUCATION

2018-2021

St. Vincent College of
Cabuyao

Bachelor of Elementary Education

Built strong communication, organization, and documentation skills through lesson planning, record keeping, and client-focused interactions. Developed patience and problem-solving abilities that support customer service and administrative work.

EXPERIENCE

May 10, 2024-

June 16, 2025

**BroadPath Global
Services Inc.**

Member Support Representative

- Assisted clients and caregivers with inquiries related to schedules, benefits, and healthcare support.
- Handled sensitive healthcare information while following compliance standards.
- Coordinated with internal teams to resolve service issues quickly.
- Documented interactions and updates using HHAExchange, MatrixCare, Axxess, AlayaCare and Zendesk.
- Met performance metrics for quality, productivity, and attendance.

January 10, 2023-

February 18, 2024

Telus International

Customer Service Representative (Uber Account)

- Supported Uber drivers with app navigation, account issues, trip concerns, and payouts.
- Delivered clear and friendly solutions while maintaining high CSAT.
- Provided step-by-step troubleshooting to resolve app errors.
- Documented concerns and escalations using internal CRM tools.
- Met daily targets and contributed to team performance goals.

May 18, 2017-

June 5, 2022

Chowking Cabuyao

Team Leader

- Supervised daily store operations, including staffing, customer service, and food quality.
- Trained new crew members and monitored performance.
- Handled customer concerns and ensured fast and smooth service.
- Managed inventory, cash handling, and shift reports.
- Helped maintain a clean and efficient work environment during peak hours.

SKILLS

- On-call support and phone handling
- Scheduling and shift coordination
- Real-time problem-solving
- Documentation and reporting
- Caregiver and client support
- Calendar and email management
- Workflow optimization
- High empathy and strong communication
- Independent, reliable, calm under pressure

TOOLS AND SYSTEM

- HHAExchange (scheduling, notes, caregiver documentation)
- Zendesk, Salesforce, Bliss (CRM)
- Google Workspace (Docs, Sheets, Calendar)
- Microsoft Office (Word, Excel, Outlook)
- Zoom & Teams (virtual communication)
- Canva (basic design)

REFERENCES

BroadPath Global Services Inc.

Anjunette Cruz- Team Leader

cruzajunette@gmail.com

0931 037 0855

LANGUAGE

English – (Fluent / Advanced)

LINKS

- Portfolio- <https://drive.google.com/file/d/1qtMd3rmlI-i1d6Lk3Ep6tgCytVifPRHE/view?usp=sharing>
- LinkedIn- <http://www.linkedin.com/in/dhaion-aberilla-2467b6302>