

Jenny Faye Alipen

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PROFESSIONAL SUMMARY

Results-driven remote professional with 10+ years of experience across customer service, e-commerce, retention, property management, and administrative support. Proven ability to manage multiple clients and roles simultaneously — reliably delivering quality work across different time zones and industries. Known for building genuine relationships, resolving issues efficiently, and going above and beyond to help businesses run smoothly.

EXPERIENCE

Scandinavian BioLabs *May 2025 – May 2026*

Customer Retention Specialist

- Proactively contacted subscription customers via phone to reduce churn and improve retention rates
- Handled customer service inquiries via email and live chat, resolving product and billing concerns
- Led an Amazon outreach initiative over 4 months, engaging past customers to generate authentic product reviews
- Balanced concurrent responsibilities across retention, support, and admin projects in a fully remote setting

PM Company *Dec 2021 – Sept 2025*

Property Manager Assistant

- Oversaw property management tasks including tenant onboarding, lease renewals, and maintenance coordination
- Enhanced tenant satisfaction through responsive communication and proactive problem-solving
- Represented the company at US industry conferences, demonstrating strong professional presence

SmileKit Dental Aligners *Nov 2019 – Nov 2021*

Customer Service Representative

- Delivered high-quality customer support for a dental aligner brand, managing product inquiries and complaints
- Maintained a high satisfaction rate through empathetic communication and effective issue resolution

Gear Elevation *Dec 2019 – Aug 2025*

Customer Service Representative

- Provided full-cycle customer support for a dropshipping company via email, chat, and text message over 6 years
- Handled order tracking, refund processing, and supplier communication to ensure smooth order fulfillment
- Resolved customer complaints and disputes with a calm, solution-focused approach, maintaining high satisfaction
- Served as a reliable long-term remote team member, consistently managing workload independently

Sprint Spectrum *Aug 2019 – Nov 2019*

Collections Specialist

- Managed outbound collections calls with a focus on timely account resolution and customer rapport

PROOF BPO *Jul 2018 – Aug 2019*

Commercial Sales Specialist – Email

- Built and nurtured client relationships through targeted email outreach and sales campaigns

- Contributed to revenue growth by identifying client needs and presenting tailored solutions

Walmart E-commerce 2016 – 2018

Customer Service Representative → Product Trainer

- Started as a frontline CSR handling high-volume customer inquiries for Walmart's e-commerce platform
- Promoted to Product Trainer role, responsible for onboarding and developing new team members

T-Mobile & Avatar Technologies Inc. 2015 – 2016

Customer Service & Technical Support

- Provided technical and customer support for T-Mobile subscribers, driving satisfaction and retention

SKILLS

Customer Retention & Relationship Management | Email & Chat Support | Property Management Operations | Data Entry & Documentation
Scheduling & Administrative Support | Sales & Outreach | Team Training & Development | Problem-Solving & Escalation Handling

CERTIFICATIONS

- SMM Social Media Marketing Professional Certification
- Leadership Seminary – IQor

EDUCATION

ABE International Business College

Bachelor of Science in Information Technology | 2014–2015
Iloilo City, Philippines