

Kristine Margarete Cadangan

SaaS Technical Support Specialist

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WORK EXPERIENCE

Alli AI

September 2023 – Present

Technical Customer Success Agent

Remote

- Deliver technical assistance and resolve issues by following detailed documentation and troubleshooting processes.
- Publish comprehensive installation documentation for GoHighLevel users that enabled the team to reduce response time from 20 minutes to under 1 minute for GHIL installation-related queries.
- Provide live chat support during Australia/Europe business hours, ensuring prompt responses and exceptional customer service.
- Extend global support coverage to evenings across PST, MST, EST, and UK time zones, cutting average ticket response time by 73% and boosting service efficiency by 60%, resulting in a 50% increase in timely resolutions.
- Utilize Intercom to manage customer inquiries, ensuring timely resolution and a smooth user experience.

Atlas.io

August 2023 – August 2024

GoHighLevel SaaS Technical Support Specialist

Remote

- Managed client accounts efficiently, seamless onboarding, ensuring accurate setup, troubleshooting, and continuous improvement of client experiences.
- Designed and launched an onboarding funnel with GoHighLevel, detailing the top 3 setup tasks for new customers, and developed a support request form:
 - Reduced onboarding calls from 5 per week to 2, a 60% decrease, allowing for enhanced focus on support tasks.
 - Improved response time to support requests from the form, cutting average response time from 2 days to within 8 hours, an 80% improvement.
 - Streamlined onboarding process, reducing average setup time for new clients by 40%.
- Provided exceptional technical support to clients, addressing and resolving issues related to GoHighLevel promptly and effectively.
- Deployed a step-by-step guide using ScribeHow for SaaS users:
 - Increased user self-sufficiency by 25%, leading to a 25% reduction in support tickets related to common issues.
 - Released additional guides for previously undocumented questions, enhancing user navigation and issue resolution, resulting in a 20% increase in customer satisfaction scores.

Mustard.io

March 2022 – July 2024

GoHighLevel SaaS Clients Accounts Manager

Remote

- Led the onboarding of new clients, customizing their GoHighLevel sub accounts with personalized branding, including funnels, automations, and task assignments. Optimized onboarding processes, reducing setup time by 30% and improving customer satisfaction.
- Spearheaded the development and launch of a no-code mobile app using GlideApps, enabling clients to monitor credit repair customer payments, credit score improvements, and other key metrics on the go. The app increased client engagement and contributed to a 15% increase in client retention.
- Trained new employees to manage support requests, credit repair tasks, and GoHighLevel-related processes, reducing the training period by 20% and expanding the team's capability to handle a larger volume of support inquiries.
- Conducted expert insights in a Zoom meeting with the CEO and clients, showcasing the benefits of hiring virtual assistants and building client trust.

ProfitEngines

April 2023 – July 2023

SaaS Clients Accounts Manager

Remote

- Spearheaded the new client onboarding process and provided technical support through Zoom, ensuring clients had a smooth integration and could efficiently utilize the GoHighLevel platform.

Tribe Northmead

December 2020 – June 2023

Technical Support and Virtual Assistant

Remote

- Delivered expert technical support to the owner, improving customer journey mapping, email automation, and landing page design, which enhanced the customer acquisition process and reduced lead conversion time by 20%.

ACR Fit

January 2022 – March 2022

Technical Support & Marketing Automations

Remote

- Engineered a comprehensive social media calendar with strategic content ideas for new clients to use in their Facebook ads, which I integrated directly into the SaaS platform. This resource became available for clients' use, increasing the perceived value of the SaaS product by 10%.

HSBC Electronic Data Processing

April 2008 – May 2016

Inbound Customer Service Representative

Philippines

- Exhibited exceptional customer service in a fast-paced environment, handling over 60 inquiries daily. Exceeded revenue targets through effective product promotion and consistently met Performance Level Agreements (PLAs). Maintained accurate customer records, resolved concerns promptly, and leveraged upsell opportunities to enhance customer satisfaction and retention.

Sprint – Nextel, Teleperformance

April 2007 – April 2008

Technical Support & Marketing Automations

Philippines

- Executed top-tier customer service and technical support, resolving complex mobile phone issues efficiently. Resolved high-volume calls, ensured customer satisfaction, and consistently met quality performance targets while troubleshooting and maintaining product knowledge.

EDUCATION

Centro Escolar University

March, 2007

Bachelor of Science in Business Administration, Major in Management

Manila, Philippines

SKILLS & INTERESTS

- **Skills:** Technical Support; Troubleshooting; Process Documentation; Communication; CRM Management; Knowledge Base Management; Live Chat; Problem Solving; Email Help Desk Support; WordPress; GoHighLevel; Intercom; Scribeshow; Marketplan.io; Glideapps
- **Interests:** Vehicles for chili garlic sauce