



Felix Manalo St., Quezon
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OBJECTIVE

Seeks to obtain an employment as a virtual assistant. Experience in handling customer support inbound /outbound calls, sales outbound/inbound, chat and email support. Aims to provide exceptional service to customers to increase the organizations overall revenue growth

CARL JASTIN FAINSAN

EXPERIENCE

December 07, 2019–September 20,2021
Customer Service Representative • AT&T

October 11, 2021– March 11, 2022
Customer Service Representative • Optum

June 6, 2022– February 15,
Sales Representative • Viator/TripAdvisor

Duties includes providing an outstanding service to customers and clients through calls, chats and emails.

EDUCATION

Erhard Systems Technological Institute
• Bachelor of Science in Computer Science

SKILLS

Communication	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Customer Service	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Microsoft Office	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Multi-tasking Skills	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
Administrative Function	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
HTML Coding	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
CSS	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>