

# Cristelle Andrea Aguilar

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## PROFESSIONAL SUMMARY

Experienced professional with a background in providing excellent customer support and technical assistance. Able to understand and address even complex issues. My technical expertise allows me to enhance customer satisfaction. Currently, I am transitioning to the field of virtual assistance, where my adaptability and quick learning will be put to good use. I am eager to contribute as a team player in various domains, leveraging my skills and experience.

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## WORK EXPERIENCE

### Technical Support (Graveyard Shift - WFH)

06/2023 - 09/2023

Concentrix Spark Place - *Cubao, Quezon City*

- Respond promptly to inquiries, providing clear and concise assistance to address user issues.
- Deliver comprehensive technical support through email, calls, and chats for an educational account, encompassing troubleshooting, resource checking, account replication, and issue resolution to ensure seamless functionality.
- Offer technical guidance to educators and students on software integrations and third-party tools.
- Received "Curious Mind" award for active engagement, insightful inquiries, and valuable contributions that elevate team dynamics and workflow.
- Utilized Salesforce for efficient CRM.
- Regularly leveraged Microsoft Teams for seamless communication.

### Customer Service Representative (Graveyard Shift)

06/2022 - 01/2023

Concentrix San Lazaro - *Santa Cruz, Manila*

- Provide accurate and detailed information about account balances, transactions, fees, and policies.
  - Investigate and resolve discrepancies or errors in customer accounts, ensuring accuracy.
  - Adhere to regulatory guidelines and compliance standards while processing financial transactions.
  - Participate in training sessions to enhance product knowledge and customer service skills.
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## EDUCATION

### BS Computer Science (Undergraduate)

09/2021 - Present

Technological Institute of the Philippines (Manila) - *Quiapo, Quezon City*

*Consistent Vice President Lister*

### Information Communication Technology (MAWD)

06/2019 - 08/2021

STI College Caloocan - *Caloocan, Metro Manila*

*Academic Excellence Awardee*

## CERTIFICATES

### Email Marketing Certified

05/2022 - 06/2024

HubSpot

- Earned HubSpot's Email Marketing Certification, demonstrating proficiency in crafting targeted email campaigns, optimizing open rates, and enhancing customer engagement.

### Social Media Management

05/2022 - Present

VirtualWork PH

- Successfully completed an online course in Social Media Management, acquiring practical skills in content strategy, audience engagement, and analytics within the dynamic realm of social media platforms.

### Virtual Executive Assistant

05/2022 - Present

VirtualWork PH

- Accomplished the Virtual Event Administration online course, gaining expertise in planning, coordinating, and executing virtual events, reflecting adaptability in leveraging digital platforms for seamless event experiences.

### General Virtual Assistant

05/2022 - Present

VirtualWork PH

- Attained a certificate for completing an online course in General Virtual Assistance, acquiring versatile skills in administrative support, task management, and remote collaboration, and demonstrating readiness to excel in virtual support roles.

### Basic Wordpress

05/2022 - Present

VirtualWork PH

- Achieved a certificate upon completing an online course in Basic Wordpress, gaining fundamental skills in website creation, content management, and customization using the Wordpress platform.

### Awareness: Cyber Security and Resilience Webinar

10/2022

- Attended a 2-day highly informative webinar featuring validated speakers who addressed critical topics in cyber security and resilience, emphasizing strategies to safeguard digital assets and ensure business continuity.

### Vice President Lister

- Honored with a distinguished certificate from Technological Institute of the Philippines (Manila) for achieving an outstanding GPA within the range of 1.25 to 1.50, reflecting dedication and excellence in academic pursuits.

### Academic Excellence Award

- Received prestigious recognition from STI College Caloocan for consistently maintaining a grade of 90 or above for two consecutive years, demonstrating unwavering dedication to academic excellence.

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## SKILLS

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|-------------------------|---------------------|-----------------------|
| • Active Listening      | • Scheduling        | • Web Development     |
| • Basic Troubleshooting | • Email Handling    | • Database Management |
| • Technical Support     | • Data Entry        | • Critical Thinking   |
| • Empathy               | • Research          | • Attention to Detail |
| • AI tools Utilization  | • Document Creation | • Adaptability        |
| • Time Management       | • Programming       | • Team Collaboration  |

