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CORE COMPETENCIES:

- Customer Service Excellence
(Inbound & Outbound)
- Communication (Written & Verbal) –
Proficient in English & Filipino
- Problem-Solving & Issue Resolution
- Time Management & Prioritization
- Organization & Data Management
- Administrative & Virtual Assistance
- Client Relationship Management
- Adaptability & Flexibility
- Coachability & Continuous Learning

TECHNICAL SKILLS

- **Web Development:** HTML, CSS,
JavaScript, Website Design &
Development (Personal Projects),
Responsive Web Design
- **Customer Service Platforms:**
Salesforce Service Cloud, Amazon AWS
- **Productivity & Collaboration Tools:**
Google Workspace, Microsoft Office
Suite, Asana, Notion, Hootsuite,
QuickBooks, Google Calendar/Notion
Calendar
- **Design Software (Basic):** Adobe
Photoshop, Adobe Illustrator, Canva

LANGUAGES

Filipino – Native
English – Professional

Gabriel Caratihan

VIRTUAL ASSISTANT

PROFESSIONAL SUMMARY

Dedicated and flexible Virtual Assistant with over two years of experience in customer service, administrative tasks, and data entry. Leveraged a strong psychology background and organizational skills to enhance company performance as a Subject Matter Expert. Currently expanding my skill set with coding languages such as HTML, CSS, and JavaScript, actively creating websites from scratch. Aiming to integrate technical and organizational skills to contribute to a dynamic team.

EDUCATIONAL BACKGROUND

College – BS Psychology (2022 – 2023)
Cavite State University

TEFL Certification Teachers Record

Responsive Web Design Certification Free Code Camp

PROFESSIONAL EXPERIENCE

Customer Service Representative

Alorica Teleservices Inc. – August 2022 – March 2024

- Provided exceptional customer service through inbound and outbound calls for a US-based insurance company.
- Addressed and resolved complex issues using strong communication skills and in-depth product knowledge.
- Promoted to Subject Matter Expert and Performance and Quality Improvement agent, managing and organizing client data to monitor performance on a daily, weekly, and monthly basis.
- Achieved a 95% customer satisfaction rate.

Sales Manager

Algorithmics | August 2024 – November 2024

- Led generation efforts, managed customer service tasks, and performed various administrative duties.
- Increased sales by 20% within three months.

ESL Teacher

Washington Christian School | August 2024 – Present

- Teach English as a Second Language to students from beginner to advanced levels.

CERTIFICATIONS

Name : Lyra Steffany Suase

Relationship : Colleague

Occupation : CSR

Contact : 09473190241

Name : Mitchie Ramos

Relationship : Colleague

Occupation : CSR

Contact : 09197385904