**KAY SHAMIR LOREGAS**

Kalubihan, Brgy Kalunasan, Cebu City, Cebu

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**OBJECTIVE**

To leverage my technical support and customer service experience, along with my ability to manage a full college course load, in applying virtual assistant skills as an appointment setter. My goal is to efficiently schedule appointments, provide excellent service to clients, and maintain a seamless communication channel, ultimately contributing to the overall efficiency and success of the organization.

**ACADEMIC BACKGROUND**

Tertiary : Bachelor of Science in Information Technology

**Cebu Technological University - Main Campus**

M.J. Cuenco Ave, Cor R. Palma Street, 6000 Cebu

(S.Y. 2022 – 2026)

**Communications Officer**

Philippine Society of Information Technology Students Organization

(S.Y. 2022-2023)

Secondary (Senior) : Accountancy, Business, and Management

Graduated with Honors

**Asian College of Technology- IEF**

Pantaleon del Rosario St, Cebu City, Cebu 6000

(S.Y. 2020 – 2022)

(Junior) : **OPRRA Elementary School** Graduated with Honors

Unit 4, OPRRA, Kalunasan, Cebu City, Cebu 6000 (S.Y. 2016 – 2020)

Primary : **OPRRA Elementary School**

Unit 4, OPRRA, Kalunasan, Cebu City, Cebu 6000

(S.Y. 2010 – 2016)

**WORK EXPERIENCE**

* Technical Support / Customer Service Representative

Amazon, Inc.

Philam Life Center, Cardinal Rosales Ave, Corner Samar Loop, Cebu City, Cebu

(August 29, 2023 – January 27, 2024)

* Average Handling Time POC. I am in charge in updating team’s AHT.
* Customer Survey POC. I was in charge in updating our team’s RAP.
* Device Ambassadress. I was in charge in deploying devices.

**SKILLS**

* Language: Fluent in English.
* Computer Literacy: Proficient in Microsoft Office Apps.
* Technical Skills: Skilled in troubleshooting technical issues, providing customer support via various communication channels (phone, email, chat), and deploying devices.
* Communication: Excellent verbal and written communication skills, honed through experience in customer service and as a communications officer.
* Time Management: Demonstrated ability to effectively manage multiple responsibilities, balancing work, academics, and extracurricular activities.
* Adaptability: Flexible and able to quickly adapt to new technologies, procedures, and environments.
* Organization: Strong organizational skills, adept at prioritizing tasks and meeting deadlines.
* Teamwork: Collaborative team player, capable of working efficiently both independently and as part of a team.