

MARK CHRISTOPHER B. SARMIENTO

Virtual Assistant

☎ 09750859003

✉ marksarmientowork@gmail.com



//Link to website

ABOUT ME

Client-focused Virtual Assistant with a background in IT, customer service, and sales, skilled in communication, task management, and leveraging AI tools to deliver efficient and reliable support.

SKILLS

- Software Development
 - Professional Communication
 - Data Entry
 - Customer Service
 - Troubleshooting skills
 - Graphic Design
 - Google Workspace use
 - AI tools Integration
 - Sales Skills
-

EDUCATION

College Graduate | Bachelor of Science in Information Technology

ICCT Colleges - 2022-2025

Relevant Coursework:

- Data Management
 - Database Systems
 - Systems Analysis
 - System Design
 - Networking Fundamentals
 - System Programming
-

WORK EXPERIENCE

Foundever | 2022 - 2025

Customer Service Representative | Sales Representative

- Delivered professional communication and client support, resolving inquiries with empathy and efficiency.
- Consistently achieved and exceeded sales targets through effective negotiation and persuasion
- Investigated and resolved credit report disputes, ensured fairness and customer advocacy.
- Actively resolved fraud related concerns detected in customers' accounts.
- Utilized data entry and reporting tools for documentation of client records.

Power Serve Innovation | 2030 - 2033

IT Intern

- Assisted in hardware troubleshooting, minimizing downtime for client systems.
 - Designed and implemented a Point of Sale (POS) system in Excel, improving transaction tracking and reporting efficiency.
 - Developed a request service tracker website with a cloud database, streamlining service requests and enhancing team visibility
 - Created social media advertisements, boosting brand awareness.
-