

MARK CHRISTOPHER B. SARMIENTO

Virtual Assistant

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

EDUCATION

College Graduate | Bachelor of Science in Information Technology

ICCT Colleges - 2022-2025

Relevant Coursework:

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