



JONH ALEXIS VINASOY

Customer Service Specialist with Sales & Managerial
Experience | Logistics Coordinator

About Me

My goal is to provide the best possible outcome for my clients. I have a record of excellent customer service with the ability to troubleshoot issues quickly, and effectively. As a professional, I always finish my work on time with 100% accuracy. I am resourceful, and I always think outside of the box to maximize my tools and resources to look for answers.

Contact Details

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Skills

- Sales & Customer Service
- Technical Support
- Administrative Support
- Order Fulfilment
- Logistics and Shipping Management
- Graphic Design & Video Editing
- Microsoft Office / Google Workspace
- Email Marketing and Management
- Social Media Marketing and Management
- Product Research/ Sourcing

Certifications

- Microsoft Office 2013 Specialist (2016)
- General Virtual Assistant and Search Engine Optimization , LEJIT Online Academy (September 2020 and March 2021)
- Graphic Design and Video Editing, Creatives by Coach Rob (November 2021)
- Social Media Management and Marketing, Elevate Elite Academy (April 2021)
- Amazon Product Research/ Sourcing, The VA Camp (March 2022)

Work Experience

May 2021 -
July 2022

Sales & Customer Service / Logistics Coordinator
Valyou Furniture, Registered in Hawaii

- Worked as a Freelancer, hired through Upwork.com (Remote)
- Used consultative sales approach to understand customer needs and recommend relevant offerings
- Handled end-to-end customer purchase funnel from responding to inquiries, closing sales, to product delivery
- Maintained and managed delivery schedule
- Booked deliveries with 3rd Party Logistics, FedEx, and UPS (Freight and Parcel Packages)
- Prepares delivery documents like Manifest, BOLs, Shipping Labels, and Certificate of Insurance
- Ensured that all orders are delivered to customers in a timely fashion

April 2021 -
July 2021

Inbound Sales Representative
Floryday, Registered in Hongkong

- Worked as a Freelancer, hired through Upwork.com (Remote)
- Sell products to potential customers who usually initiate the inquiry by phone or chat
- Employed strategic questions to gather information from customers, and then use that information to tailor their sales pitch, highlighting benefits and features that would be most appealing or relevant to that individual

November 2019 -
Mach 2021

Customer Service Team Leader
Sutherland Global Services, Palayan City, Philippines

- Supervised a team of 22 members
- Regularly conducted individual assessments and facilitated 1-on-1 coaching sessions to improve performance metrics
- Worked directly with associates to establish and foster a strong working relationship to support and enhance work performance.
- Took escalated/manager calls
- Amazon Retail

September 2017 -
November 2019

Customer Service Associate & Technical Support
Sutherland Global Services, Tarlac City, Philippines

- Managed high volume of phone calls and provide response to all maintaining high quality of services and performance standards.
- Proactively managed and resolved customer concerns in a timely manner resulting in a high satisfaction rating
- Creating instruction manuals, answering phones, chats, and email, offering technical support for products, identifying the cause of bugs or problems, and provide solutions
- Amazon Retail and Amazon Product Lifecycle Support

Education

June 2015 -
June 2016

Bachelor of Science in Information Technology
Wesleyan University Philippines, College Level

Graduated: March
2015

Secondary Education
Honorato C. Perez Sr. Memorial Science High School

Graduated: March
2011

Primary Education
Jesus Is Lord Christian School

References

Melanie Ignacio

Associate Manager, Sutherland Global Services,
Palayan City, Philippines | Phone: +63 905 322 990

Daphne So

Director of Logistics, Valyou Furniture
Phone: +63 927 401 3943