

MARK DAVID ALFARERO

REMOTE ADMINISTRATIVE ASSISTANT

CONTACT

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SKILLS

- Customer Service & Support
- Email & Calendar Management
- Appointment Setting & Follow-ups
- Administrative Support
- Time Management & Task Prioritization
- Strong Verbal & Written Communication
- Microsoft Office (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Time Management
- Leadership
- Critical Thinking
- Adaptability in Fast-Paced Environments

LANGUAGES

- English (Fluent)

PROFILE



Highly motivated and detail-oriented Virtual Assistant with 4 years of experience in the BPO industry and a strong background in remote work. Skilled in administrative support, email and calendar management, data entry, customer service, and task coordination. Known for being reliable, organized, and an excellent communicator. Adept at using productivity tools and CRM systems to streamline daily operations and support team goals. Committed to delivering quality service and helping clients stay focused on what matters most.



WORK EXPERIENCE

- StaysYouLike

JUNE 2024 - MARCH 2025

Virtual Assistant | Maintenance Coordinator

 - Serve as the main contact for vendor communications and inquiries.
 - Coordinate scheduling and ensure timely completion of services.
 - Maintain strong vendor relationships and negotiate contracts as needed.
 - Track vendor performance and provide feedback for improvement.
 - Collaborate with the finance department for timely payments.
 - Keep organized records of vendor contracts and communications.
 - Address and resolve vendor issues and disputes promptly.
- Telus International

OCTOBER 2023 - JUNE 2024

Airbnb Operations Team Leader

 - Supervised and supported a team to meet daily, weekly, and monthly performance targets
 - Conducted regular coaching sessions and performance reviews to help team members improve and grow
 - Monitored call quality and ensured adherence to company guidelines and KPIs
 - Handled escalations and resolved customer issues efficiently and professionally
 - Prepared daily and weekly reports for management, tracking team performance and productivity
- Telus International

MARCH 2022- OCTOBER 2023

Customer Support Ambassador

 - Utilized telephone, online chat, and email platforms to deliver outstanding customer service.
 - Enhanced customer satisfaction by addressing and resolving issues in a timely manner.
 - Monitored customer feedback, identifying trends to improve product offerings and the
 - Addressed customer inquiries, concerns, and complaints by providing solutions and alternatives and followed up to confirm resolution.

TOOLS

- CRM & Sales Tools: CRM, Salesforce
- Communication: Slack, Zoom, Microsoft Teams, Google Meet, OpenPhone
- Project & Task Management: Monday.com
- Office Suites: Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft Office (Word, Excel, Outlook)
- Email & Scheduling Tools: Gmail, Outlook, Helpdesk Tools, Calendly, Google Calendar
- Customer Service Platforms: Amazon Customer Support Tools,
- File Management: Google Drive, Dropbox
- Learning Platforms: DIWA LMS, Google Classroom
- Productivity & Support: AnyList, Breezeway
- Reporting Tools: Google Sheets, Excel (Pivot Tables, Basic Formulas)



Amazon

SEPTEMBER 2021- FEBRUARY 2022

Customer Support Representative

- Handled a high volume of inbound customer inquiries via phone, chat, and email
- Assisted customers with order tracking, returns, refunds, replacements, and account-related concerns
- Resolved issues efficiently while maintaining a positive and professional tone
- Followed Amazon policies and procedures to ensure accurate and consistent support
- Escalated complex issues to appropriate departments when needed
- Maintained detailed and accurate documentation of customer interactions in the system
- Achieved performance metrics including customer satisfaction (CSAT), average handle time (AHT), and first contact resolution (FCR)

DIWA Learning Systems Inc.

JUNE 2018 - JUNE 2021

Learning Integration Specialist

- Facilitated training and onboarding sessions for teachers and school staff on DIWA's digital learning platforms
- Provided technical assistance and support during integration of e-learning tools in partner schools
- Coordinated with school administrators to schedule demos, trainings, and follow-ups
- Delivered product presentations and walkthroughs to ensure proper usage and understanding of learning materials
- Assisted in implementing digital curriculum solutions tailored to each institution's needs
- Gathered feedback from educators to improve user experience and platform functionality
- Monitored usage reports and ensured consistent platform engagement from partner schools



EDUCATION

Bachelor of Science in Information Technology
STI College

2013 - 2018