

Marphy Rhobee Caperal

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☎ +63 927 429 8928

📍 City of Binan, Laguna 4024

I am writing to express my interest in the Customer Support or Admin position. With over six years of customer service experience, along with roles as a Virtual Assistant and Admin Assistant, I am confident in my ability to contribute to your team.

In my previous role as a Customer Service Representative at Asurion, I developed strong communication skills and a commitment to delivering excellent service. As a Virtual Assistant and Admin Assistant, I managed calendars, scheduled appointments, handled correspondence, and performed various administrative tasks efficiently.

I am proficient in web-based applications, which has helped me improve productivity and customer satisfaction. I am skilled at addressing customer inquiries, resolving issues, and maintaining a professional demeanor.

I am drawn to your company's commitment to learning and growth. I am excited about the opportunity to bring my skills to your team and uphold your high standards of customer service.

Enclosed is my resume for your review. I look forward to discussing how my experience can benefit your company.


Thank you for considering my application.


Marphy Rhobee Caperal





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Human Resource | Customer Support | Virtual Assistant

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4024

PROFESSIONAL SUMMARY

- * Experienced Customer Support Specialist with 5+ years of resolving customer inquiries. Skilled in using support platforms for effective assistance. Dedicated to ensuring customer satisfaction in high-pressure environments. Seeking opportunities to contribute to customer-centric organizations.
- * Detail-oriented Virtual Assistant with a track record of providing administrative support. Proficient in managing calendars, handling correspondence, and streamlining operations. Excellent communication and time management skills. Seeking opportunities to provide reliable virtual assistance services.
- * Hospital assistant with experience supporting medical staff. Skilled in administrative tasks and patient care.

EDUCATION

**Bachelor of Science in
Psychology**

2012-2017

New Sinai School and
Colleges

**Business Administration
Major in HRDM**

2011-2012

Interface Computer
College

AVAILABILITY

Available for full-time and part-time positions.

Open to flexible scheduling including day shift, mid shift, and night shift.

Willing to work on-site or remotely from home.

SKILLS

- * Proven track record of delivering exceptional customer service for over 6 years.
- * Strong ability to handle challenging customer situations with empathy and professionalism.
- * Proficient in addressing customer inquiries, resolving issues, and ensuring customer satisfaction.
- * Effective communication skills, both written and verbal, with attention to detail.
- * Skilled in building and maintaining positive relationships with customers.
- * Efficient multitasker with a focus on optimizing productivity.
- * Quick learner, adapting to new technologies and procedures to enhance service delivery.
- * Virtual Assistant: Experience in managing calendars, scheduling appointments, handling correspondence, and performing general administrative tasks.

EXPERIENCE

VIRTUAL ASSISTANT

Engage CCS/Stone Sisters

Sept 2023 – Present

- * Responsible for managing calendars, scheduling appointments, handling correspondence, and performing general administrative tasks. Strong computer skills and comfortable working independently with minimal supervision.

ACCOUNT EXPERT

Asurion Philippines

July 2020 – Sept 2023

- * Take inbound calls from customers related to policy/coverage, first notice of loss, and existing claims on multiple personal devices or products.

CUSTOMER SUPPORT

Teletech Philippines

Feb 2017 – Feb 2020

- * As an Inbound, Outbound, Chat, and Web & Email Representative with over 3 years of experience, I have demonstrated proficiency in managing diverse customer interactions across multiple channels.

ADMIN ASSISTANT

Binan Doctors Hospital

May 2017 – Oct 2017

- * Demonstrated strong leadership skills by managing a patient counseling program, overseeing scheduling, payroll, and supply ordering. Excelled as a treatment coordinator, displaying empathy, compassion, and patience with patients while guiding them towards their goals.