



ALFRED E

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Support & Retention
- Social Media Management & Content Creation
- Admin Task
- Internet Research
- Office Software
- Webpage Design
- Graphic Design

TOOLS

Talkdesk
Canva
Squarespace
Wix
Chatgpt
Google Suite
Cupcat
Gemini
Noble
Microsoft 360

PERSONAL PROFILE

A tech-savvy **Tier 2 Customer Service Representative** and versatile Virtual Assistant with nearly 3 years in the BPO industry. Skilled in problem-solving, customer support, and creative services like Canva design and social media content. Reliable in both team and independent roles.

WORK EXPERIENCE

TIER 2 SUPPORT SPECIALIST

[Ubiquity Global Services](#) | 2022 - 2025

- Reset the clients experience by resolving complex issues efficiently and ensuring a smooth journey.
- Collaborate with teams to address system errors and provide accurate solutions, keeping clients needs a top priority.

SUBJECT MATTER EXPERT

[Ubiquity Global Services](#) | 2023 - 2024

- Team Management
- Prepared detailed reports
- Organizes and plans essential central services

VIRTUAL ASSISTANT

[theteagroup](#) | 2024 - 2025

- Social Media Management
- Video and Photo Editing
- Webpage Designing
- General Admin task

EDUCATION HISTORY

[Bago City College](#)

- Bachelor of Science in Office Administration
- Member, Honorable Society