



VAN XAVIER LIPUMANO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

Google Workspace Microsoft
Office Facebook
Salesforce
HubSpot
Monday.com
Trello
Canva
Capcut
Zapier
Wordpress (with Elemetor)
Amadeus

PERSONAL PROFILE

A dedicated professional with 9 years of experience in customer service, technical support, and virtual assistance. Skilled in troubleshooting, administrative management, and client support. A detail-oriented problem solver with strong adaptability to new systems and workflows. Reliable and efficient in both team-based and independent roles.

WORK EXPERIENCE

TECHNICAL SUPPORT II

[Full Potential Solutions](#) | Oct. 2024 - Jan. 2025

- Troubleshoot hardware and software issues related to telecom equipment, including modems, routers, set-top boxes, and phones
- Assist customers in diagnosing network outages, connectivity issues, or billing problems

SUBJECT MATTER EXPERT

[Full Potential Solutions](#) | Aug. 2022 - Oct. 2024

- Provide Expertise: Act as a go-to resource for team members regarding specific processes, products, or systems
- Support Team Operations: Assist associates in resolving complex customer inquiries or operational challenges

TECHNICAL SUPPORT I

[VXI Global Holdings](#) | July 2020 – August 2022

- Resolve customer issues related to connectivity, service disruptions, and technical malfunctions for Xfinity services
- Address customer questions regarding service charges, adjustments, and billing issues for all Xfinity services

FREELANCE SOCIAL MEDIA MANAGER

[Kerby Clothing Line](#) | January 2020 - July 2020

- Develop and post engaging content, including text, images, videos, and stories, tailored to the audience.
- Respond to comments, messages, and inquiries promptly to build strong relationships with followers.

FREELANCE GENERAL VIRTUAL ASSISTANT

Fency Design Studio | September 2019 - January 2020

- Respond to and organize emails
- Answer customer inquiries via email or phone
- Research and book flights, hotels, and transportation

SUBJECT MATTER EXPERT

VXI Global Holdings | July 2020 – August 2022

- Address escalated issues from customer support agents, ensuring accurate and efficient resolution of complex problems
- Explain Uber policies, fare calculations, and terms of service to drivers and agents to ensure clarity and compliance.

SUBJECT MATTER EXPERT

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CUSTOMER SERVICE REPRESENTATIVE

VXI Global Holdings | July 2020 – August 2022

- Help customers send and receive money globally, ensuring all transactions are processed accurately and efficiently
- Assist customers with account inquiries, including balance checks, transaction history, and account updates

TRAVEL AGENT

Teleperformance | Oct. 2014 - December 2015

- Help customers plan and book flights, hotels, car rentals, and vacation packages based on their preferences and budget
- Manage booking modifications, cancellations, and reschedules, ensuring all customer requests are processed smoothly

EDUCATION HISTORY

JOHN PAUL II COLLEGE OF DAVAO

- Bachelor of Information Technology 2013