



AIDEL RAM G

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Leadership Skills
- Customer Support
- Attention to Details
- Microsoft Apps
- Flexible and Adaptable

TOOLS

Zendesk
Google Workspace
Microsoft Apps (Word, Excel, PPT)
HubStaff
Dynamics for Microsoft (DFM)
Canva
Einstein360
ACSR
Gorgias
Shopify
Slack

PERSONAL PROFILE

Experienced **Supervisor** responsible for ensuring timely job completion. Assigns duties, and resolve issues within the team with strong communication skills and motivates team to achieve their goals.

WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE

[LawnStarter](#) | 2024

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.

TEAM LEADER, OPERATIONS

[Telephilippines, Inc and VXi Global Solutions, LLC](#) | 2021-2024

- Team Management
- Prepared detailed reports
- Leveraging individual strength to improve team performance

TECHNICAL SUPPORT REPRESENTATIVE

[Telephilippines, Inc](#) | 2020-2021

- Inbound/Outbound Calls
- In-depth troubleshooting using Einstein360
- Internet, Cable, Telephone

EDUCATION HISTORY

[Christian Colleges of Southeast Asia](#)

- Bachelor of Science in Accountancy, S.Y. 2021-2022
- Relevant coursework: Financial Accounting and Reporting, Auditing and Assurance, Taxation, Cost/Managerial Accounting, Accounting Information Systems, Business Law and Ethics and Advanced Financial Management.