



ZYRYL T

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Problem Solving & Adaptability
- Sales Specialist
- Technical & Organizational Skills
- Office Software
- Data Entry
- Credit Specialist

TOOLS

Ring Central
Hub Spot
Microsoft Office
Microsoft Excel
Zendesk

PERSONAL PROFILE

Customer-focused professional with experience in Customer service, Sales, escalations, and credit specialization. Adept at building rapport, resolving complex issues, exceeding customer expectations, and understanding credit-related inquiries. Demonstrated ability to handle high volumes of interactions while maintaining empathy and professionalism. Possesses strong communication, problem-solving, and organizational skills. Proven track record of delivering results and contributing to a positive customer experience.

WORK EXPERIENCE

PRE-QUALIFYING AGENT

[Caring.com](#) | 2024-2025

- Customer profiling and needs assessment
- Improve operations efficiency and customer satisfaction.
- Accurate documentation and follow-up

CREDIT REPAIR SPECIALIST

[Got Credit?](#) | 2022-2023

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

RESTAURANT SUPPORT

[TaskUs](#) | 2020-2021

- High-volume remote customer and delivery driver support
- Order placement and processing
- Multi-channel communication (phone, chat, email)
- Collaboration with restaurant staff and delivery drivers

EDUCATION HISTORY

[University of Baguio](#)

- Hotel and Restaurant Management 2014