



ANTHONY R

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Calendar Management
- Data Entry
- Internet Research
- Administrative Support
- CRM Management
- Social Media Strategy

TOOLS

Zendesk
Google Workspace
Microsoft Office
Trello
Meta Suite, Google Ads
Canva

PERSONAL PROFILE

Experienced in both **Customer Service** (2 years) and **Virtual Assistance** (4 years). Skilled in handling customer inquiries, managing administrative tasks, scheduling, and email management. Strong communicator and problem-solver, delivering efficient support in fast-paced environments.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Be Awesome, Inc. | 01/2023 - 12/2023

- Processing orders, forms, applications, and requests
- Ensure customer satisfaction and provide professional customer support

VIRTUAL ASSISTANT

Virtual Assistant Agency PH | 08/2020 - 07/2021

- Keeping records of customer interactions, transactions, comments, and complaints
- Maintained professional communication with clients, ensuring smooth operations.

S Plus S Virtual IT Solutions | 09/2015 - 2/2019

- Social Media Management
- Managed various administrative tasks, including data entry, calendar management, and customer support
- Real Estate Transact Coordination
- Responsible for creating, managing, and optimizing Google Ads campaigns

EDUCATION HISTORY

University of Mindanao

- Bachelor of Hotel & Restaurant Management, 2012
- Member, Honorable Society