



# JURIZA RITZ S

VIRTUAL TEAMMATE



## SKILLS SUMMARY

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

## TOOLS

Google Drive  
Salesforce  
Microsoft Office  
Livebox  
Verint

## PERSONAL PROFILE

A **Customer Service Representative** with four years of experience in diverse responsibilities. A knowledgeable individual in technology who excels at finding solutions and is dependable. Eager person with exceptional abilities in both collaborative and individual settings.

## WORK EXPERIENCE

### VACATION TRAVEL ADVISOR

**Cloudstaff | 2023 - 2024**

- Expert in managing customer expectations
- Experience in managing reservations, cancellations, and customer inquiries
- Knowledge of global destinations

### TECHNICAL SALES SUPPORT SPECIALIST

**Asurion | 2022 - 2023**

Time management  
Strong problem-solving abilities to troubleshoot and resolve technical inquiries or issues  
Ability to identify customer pain points and propose solutions

**Alorica | 2018 - 2020**

- Ability to handle sensitive information
- Empathy and patience in addressing sensitive healthcare inquiries
- Verifying appointments
- Coordination with Healthcare Providers or Pharmacists

## EDUCATION HISTORY

**University of Makati**

- Bachelor of Science in Physical Wellness, 2015
- A Scholar Athlete