



Aminah Aquino Barrozo

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OBJECTIVE

To obtain a position where I can share and enhance my organizational skills, educational background, and ability to work well with people in an institution that can aid in my personal and professional development.

I am eager to accept a working position that will help me enhance my strengths, skills, and attitude as an individual. I want to be able to foster learning experiences as I work towards the achievement of the organization's goals and objectives.

PERSONAL SKILLS

- ❖ Customer Relationship Management (Salesforce, Avaya, Cisco, Atlas, Samson, Dash, Citrix)
- ❖ Proficient in using computer and software programs (Word, Excel, PowerPoint)
- ❖ Communication Management (Outlook, Gmail, Slack)
- ❖ Precision and focus on the intricacies.
- ❖ Interpersonal Communication Skills
- ❖ Physically fit and active
- ❖ Capable of developing productive interactions with peers
- ❖ Customer service orientated and fast learner.

EDUCATIONAL EXPERIENCES

Bachelor of Science in Information Technology
Pangasinan State University
2015-2017

WORKING EXPERIENCE

Virtual Assistant (Appointment Setter) - Marker

July 2022 – August 2024

- Managed incoming and outgoing calls while accurately recording messages.
- Updated client correspondence files and maintained the file index.
- Handled client communications and internal correspondence professionally.

Customer Service Representative - Sutherland Global Services

Nov 2021 - May 2022

- Responded promptly and accurately to customer service inquiries.
- Achieved strong performance in quality assurance evaluations by applying feedback for continuous improvement.
- Developed rapport with customers through courteous and professional communication.

Virtual Assistant (Cold Caller) - IVS Company

Mar 2021 - July 2021

Data Encoder – DHDC

May 2018 – September 2018