

## ARTHUR GARCIA LAZARO

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**Objective:** To secure a position as a Virtual Assistant where I can leverage my organizational skills, technical proficiency, and strong work ethic to provide efficient and effective administrative support to clients

### EXECUTIVE SUMMARY

I earned my degree and initial teaching experience from one of the best State Universities in the Philippines. Ever since, working around kids of all ages has always been my passion and helping them converse well in the English language is my forte. I also trained and taught in one of the biggest universities in the Philippines. Moreover, I have edited numerous theses which require flawless English in its submission and edited books prior to its publishing.

My working experience in a span of more than a decade in different fields highlighted by working as an instructor at the Polytechnic University of the Philippines and teaching English communication skills to high school students.

After my job at the University, I decided to further my English language proficiency and worked in the BPO industry. Here, talking to Americans, whom English is their lingua franca, is part of my day-to-day job.

Eventually, I decided to pursue my dreams of becoming a lawyer and studied law. I changed fields and worked as an Administrative Officer at the biggest and largest law firms in the Philippines, which is tasked to represent the People of the Philippines, the Philippine Government, its Agencies and Instrumentalities, Officials and Agents (especially before the appellate courts) in any litigation or matter requiring the services of a lawyer. Here, I am expected to ensure that all documents received by the office daily are accurately routed to all lawyers/solicitors working on the case. Occasionally, I assist my co-workers draft letters and reports which require impeccable written communication skills.

Finally, I moved back to the BPO industry where I am presently a part of. I have been with the company for a little less than five (5) years. I am currently a Subject Matter Expert at an insurance account which deals with American insurance agents and assisted them with their everyday lives.

### CAREER HIGHLIGHTS

- ✓ **Certified Secondary School Teacher for English**– Licensure Examination for Teachers 2006
- ✓ **Consistent Top Performer and Subject Matter Expert** – Various BPO companies

### CORE COMPETENCIES

- ✓ Document and Book Editing
- ✓ Technical Writing
- ✓ Computer Troubleshooting

## PROFESSIONAL EXPERIENCE

**ESL Teacher – Hanoi Vietnam**  
Hemera Language Center  
June 2018-January 2020

**Head Teacher – Hanoi Vietnam**  
Odin Language Academy  
May 2021-October 2023

**ESL Teacher – Hanoi Vietnam**  
Cleverlearn Vietnam  
August 2018-April 2021

**ESL Teacher – Hanoi Vietnam**  
The Book Garden  
October 2022-October 2024

- **Subject Matter Expert (July 2013-January 2018)**

Cognizant Technology Solutions – Philippines (Financial Insurance Account)

*Key Achievements:*

- Consistent ZEAL awardee (top customer service representative)
- Opal Awardee – awarded by our American clients given only to Americans

*Job responsibilities:*

- Assists insurance agents manage their finances and researches financial related issues
- Receives phone calls and ensures all queries are answered on their initial call
- Follows up timely on matters concerning thorough research
- Trains new hires and ascertains that they learn the basics and fundamentals of product specific knowledge
- Performs supervisory tasks in any event of his/her absence

- **Administrative Officer (April 2009 – April 2013)**

Office of the Solicitor General, Philippines – *Represents the Government of the Philippines, its agencies and instrumentalities and its officials and agents in any litigation, proceeding, investigation or matter requiring the services of lawyers.*

*Key Achievements:*

- Developed an efficient system for routing and processing documents to its respective lawyer/solicitor for the entire office

*Job responsibilities:*

- Searches and barcodes designated lawyers to whom a particular case is assigned
- Scans barcoded documents for e-processing and safekeeping.
- Encodes specifics of received documents.
- Verifies all information entered is correct.
- Fixes hardware and software problems
- Uninstalls and reinstalls operating system
- Configures network related issues

- **Customer Service, Technical Support and Sales Representative (June 2006-January 2008)**

ePLDT Ventus (Philips Home Electronics)

*Key achievements:*

- Consistent top agent/performer
- Efficiently handles every customer related issue

*Job responsibilities:*

- Assists clients in setting up their appliances either wirelessly or wired
- Troubleshoots electronic device related issues
- Provides excellent customer service in solving customers' concerns
- Configures customer purchased device
- Sells user-necessary accessories

- **University English Language Instructor (June 2004 – April 2005)**  
Polytechnic University of the Philippines  
*Job responsibilities:*
  - Discusses the subject matter to students
  - Prepares lesson plan beforehand and practices well to ensure total teaching and learning experience
  - Creates and checks assessments to gauge learning development
  
- **High School English Teacher (June 2005-April 2006)**  
Elpidio Quirino High School  
*Job responsibilities:*
  - Discusses the subject matter to students
  - Prepares lesson plan beforehand and practices well to ensure total teaching and learning experience
  - Creates and checks assessments to gauge learning development
  - Designs ideas to add fun to learning

## **EDUCATIONAL BACKGROUND**

- *Bachelor of Laws and Letters*
  - November 2009 – March 2013
  - Undergraduate
  - Polytechnic University of the Philippines
  
- Bachelor of Arts in English Minor in Instructional Arts
  - May 2006
  - Bachelor's Degree/Diploma
  - Polytechnic University of the Philippines

## **CERTIFICATIONS**

- Certification in Writing
- Certification in Editing
- 120-Hour Teaching of English to Speakers of Other Languages (TESOL) Certificate
- EFSet English Proficiency Certificate – C2 Level
- Licensed Professional Teacher – PRC
- Graphic Design Course
- Basic Wordpress Course
- Copywriting Course
- Social Media Management Course
- Amazon Online Arbitrage Course

## **SKILLS**

- **Technical Skills:**
  - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
  - Google Workspace (Gmail, Docs, Sheets, Slides, Calendar)
  - Technical Support (Troubleshooting, Device Configuration)
  - Research and Analysis
  - Data Entry and Management
  
- **Soft Skills:**
  - Excellent communication skills (written and verbal)
  - Strong organizational and time management skills
  - Attention to detail
  - Problem-solving and critical thinking
  - Ability to work independently and as part of a team
  - Adaptable and flexible