



Bernie Lasquite

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📍 Tarlac, PH

ABOUT ME

I worked as both a Data Processor and Customer Service Representative. I handle data by entering, updating, and keeping it organized and secure. I make sure everything is accurate and handled with care. I also help customers by answering questions, solving problems, and giving information about products or services. I focus on being clear, professional, and helpful to make sure customers have a good experience.

EDUCATION

Pampanga, PH
July 2019 - May 2023

HOLY ANGEL UNIVERSITY
Bachelor of Science in Aeronautical Engineering

WORK EXPERIENCE

April 2024 - Nov 2024

SWAKBPO (VOKOS INSURANCE HOME INSURANCE) | VIRTUAL ASSISTANCE

- Managing home insurance quotes
- Customer coverage options
- Compare Quotes
- Validating information
- Handling email inquiries and coordinate with the Customer
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Dec. 2024 - Dec. 2025

VXI (BRIGHTSPEED)(REMOTE) | CUSTOMER SERVICE REPRESENTATIVE

- Diagnose internet issues (no connection, slow speed, intermittent signal)
- Guide customers through basic troubleshooting (restart modem/router, check cables)
- Run remote line tests to detect problems
- Help with modem/router setup and configuration
- Assist with Wi-Fi connection issues (devices not connecting)
- Check for service outages in the area
- Reset connections or refresh network settings remotely
- Schedule a technician visit if the issue can't be fixed remotely
- Support available 24/7 for urgent technical concerns
- Placing an order for the Customer for new modem/router
- Promote and sell internet services (fiber, DSL, business plans)
- Follow up with customers to close deals or offer upgrades

SKILLS AND TOOLS

- Canva
- Zapier
- Google Sheets
- Slack
- Google Calendar
- Google Workspace
- Microsoft Office (Excel)
- THQ
- Outlook
- Applied Epic
- Salesforce
- EZlynx

LANGUAGE

- English (Fluent)
- Filipino (Native)