

CHARLES ANDREW D. CULATON

Sales Representative/Customer
service

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007 Bangahan Road, Poblacion,
Manukan, Zamboanga del Norte, 7110

EDUCATION

**BS Hotel and Restaurant
Management**
Mindanao State University -
Main
(2016 - 2021)

SKILLS

- Customer Support & Communication
- Document Preparation & Data Entry
- Online Research & Reporting
- Tech-Savvy Troubleshooting
- Time Management & Organization
- Calendar and email management

TECHNICAL TOOLS

- Microsoft Office Suite | Google Workspace
- Auto Dialers | Vici, Dialer Zone, Primo
- Communication Tools (Zoom, Teams, Slack)

LANGUAGE

- English
- Filipino

REFERENCES

"References available upon request."

PROFILE

Adaptable professional with experience in hospitality and sales, now transitioning into Virtual Assistance. Skilled in organization, communication, and modern tech tools, with a proven ability to manage schedules, tasks, and client relationships. Recognized for reliability, problem-solving, and delivering excellent customer experiences.

WORK EXPERIENCE

Hotel staff

Hotel Camila 2 (2021)

- Assisted guests with bookings and inquiries
- Organized schedules for room availability
- Delivered services promptly, ensuring guest satisfaction

Sales Representative

The Project Den (December 2023 – July 2024)

- Maintained accurate client records and communications.
- Coordinated with back-office teams to ensure smooth operations.
- Prepared reports and monitored performance data.
- Handled inquiries with professionalism and attention to detail.

Sales Representative

Aries Business Support Services (February 2025 – September 2025)

- Managed client communications and records
- Scheduled meetings and coordinated with teams
- Prepared reports and tracked performance metrics
- Delivered professional support to customer inquiries

ACHIEVEMENTS

- Exceeded monthly sales targets through strong client relationships
- Coordinated multiple events and schedules with minimal errors
- Recognized for reliability and proactive problem-solving
- Maintained high customer satisfaction ratings