

RESUME

ERWIN BAHAN

General Virtual Assistant

PROFILE

Name

Erwin Rommel A. Bahan

Date of Birth

October 27 1992

Address

47 Sandalwood St. SSS Village
Concepcion Dos Marikina City

Phone

+639318960986

Email

erwinrommelbahan@gmail.com

JOB EXPERIENCES

Supershieldz

General Virtual Assistant

Dec 2021- Feb 2023

- *Using Zendesk tools to help and assist the customer or client regarding concerns or issues.
- *Provide administrative support, such as handling emails and phone calls
- *Respond to customer inquiries, and complaints and provide customer support
- *Maintain an organized and efficient work environment

TechMahindra Limited, ResultsCx Customer Service/ Technical Support

Jan 2013-July 2017
Aug 2017-Nov 2021

- *Respond to customer inquiries and provided information about products and services
- *Resolved customer complaints and escalated issues to the appropriate department
- *Maintained accurate records of customer interactions and transactions

EDUCATION

Marikina High School (2008-2009)

Graduated

PLMAR (2010-2011)

Business Add (UnderGrad)

SKILLS

- *Experienced in Microsoft Office, Google Suit, Zendesk
- *Experienced in project managing tools such as CRM, Amdocs
- *Experienced using Avaya- Softphone/Hard Phone
- *Good communication skills both written and verbal
- *Ability to work independently and collaboratively

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