

CURRICULUM VITAE

Frederick Paras

GENERAL VIRTUAL ASSISTANT
EXECUTIVE VIRTUAL ASSISTANT
E-COMMERCE VIRTUAL ASSISTANT


*"Delivering measurable outcomes with
Integrity and accuracy"*


PROFILE

I'm a goal-oriented individual with great management and customer service skills. Eager to manage clerical and administrative tasks from remote places in order to enhance profitability and give superior virtual service. Outstanding ability to multitask and pay close attention to details.

Being upbeat about all the duties and challenges I've been given makes me not just a deserving but also valuable employee who would be an asset to any successful start-ups businesses.

I'm confident in my ten years of experience in the corporate and virtual professions make me a valuable member of your team. I hope to speak with you soon to discuss with what I can do to help in the development and success of your business!

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BARCLAYS

Alorica / Barclays

March 2021-April 2023

Customer Service Representative

- **Barclays is a British multinational universal bank, headquartered in London, England. Barclays operates as two divisions, Barclays UK and Barclays International, supported by a service company, Barclays Execution Services.**
- **I provide customer service to personal and business customers by receiving, paying and keeping accurate records of all money involved in such transactions, assisting customers with basic to moderately complex transactions.**
- **Sending the client a call to inform them of the state of their account, whether it is past due or overdue, to gather their knowledge or to see if they are experiencing difficulty so that they can assist them and safeguard their credit.**
- **I also take into account those people who are struggling financially. The majority of my customers are glad and their problems have been fixed, which is the best part being a customer service.**

Amazon

October 2019- November 2020

Chat Support and Data Entry
(part time)



- **I started this journey during the pandemic since no one was permitted to leave the building, which gave me a lot of opportunity. I then became a chat support / customer support and product lister, where I acquired new skills and information.**
- **I answer customer questions about online merchandise, orders, product questions or problems and follow up with customers of our new products in a live chat format using an online chat software system or via email.**
- **In order to prevent a shortage of supplies, I also list the products according to their SKU and UPC based on our daily stocks and orders. and I update it on our online shop so that customers will know about it and contact us based on their demands.**
- **When there is something new, I sometimes modify images of it to make sure that the detail is convincing and the image is eye-catching so that customers would find it worth it. I also included all of the product's details so that the customer could determine its quality.**

EG8 Builders

July 2017 - July 2019
Project Coordinator



- EG8 builders started in 2013 as a printing business by an architect couple and because of the experience, they took a bigger step towards the construction of commercial buildings and structures in Luzon and eventually reached Visayas and Mindanao.
- In my role as a project coordinator, I manage the budget for the necessary materials, the payroll of the labor force, the budget for the rental of the necessary machines, and the recording at the completion of each project.
- Along with managing the plans, I prioritize actions that need to be taken to arrange things with the assistance and consent of my project manager or engineer.
- I also participate in meetings to initiate, revise, and obtain approval from higher officials of the site that we have chosen for the actions that our team will conduct. I record the meetings so that my project manager may be informed of the conversations.
- During my time working there I was able to complete projects worth a total of 15 million pesos. And that was one of my cherished experiences in my work and boosted my confidence.

MINISO Philippines

October 2016 - May 2017
Warehouse Staff / Encoder



- June 17, 2016, MINISO, Japan's leading lifestyle brand opens its 1st store in the Philippines. Founded in 2013 by Junya Miyake, MINISO Industry Co., Ltd. in Japan began to engage in design and supervision of MINISO products in China.
- I organize stock and merchandise within the warehouse by properly unboxing and storing goods in their designated location.
- Maintaining accurate records of products that have been stocked and provide management with an accurate representation of all goods shipped and received.
- Verifying all incoming shipments to be accurate by comparing the invoice to the order and ensure all goods are in excellent condition.
- Monitor and report any missing or lost inventory to management and accurately maintain company database including all stock and warehouse items.

Leslie's Corp

September 2014 - May 2016
Production staff / Encoder



- Leslie Corporation is an established food manufacturer and distributor founded in 1960 from the Philippines. We are one of the country's largest leading snack manufacturing companies, operating several modern and fully automated plants.
- During my shift, I must store items and resources and meet the timeframes for each production assignment, checking inventory levels, reporting product or raw material defects, and ensuring that delivery operations are timely .
- I always keep my eye on the production line's productivity to guarantee prompt loading and shipping, assemble and pack goods for transportation, and finish quality assurance testing on all goods and products.
- Encode all data that needs organizing, recording, and transmission in a precise and effective manner. Verify that the entered data is valid and matches the original documentation. Ensure that the files are produced properly and saved to backup drives. As necessary, transcribe, scan, or photocopy paper documents and forms.

Jollibee

April 2013 - August 2014
Service Crew



- I'm in charge of giving customers menus. I handle orders and respond to inquiries about the menu items. I provide consumers advice and serve them food and drinks. I create the bill, which breaks down the total cost of the meal and sales taxes.
- I often work overtime because it's my first time to work and it's a different feeling to hold a full salary and in the long run I also learned to hold a cashier position.
- receiving payments and issuing receipts, gift-wrapping packages and keeping track of allcash and credit transactions. At the end of the day we will audit our sales and tally thetotal with the receipts.
- I sometimes had to assist the cooks and clean the dishes in the kitchen, and if there is free time, I will help the crew when there are many customers.

Education and Training

Education

Taguig City University
Information System



School Year 2009-2013

Training

Year

Basic Photoshop and Adobe Effects	2009
Basic Excel operations	2009
Information System Fundamentals	2010
POS Operation	2013
Communication skill	2013
Time keeping	2013
Computer Hardware Basic Repair	2015
Online Marketing Strategy	2016
Fundamentals on traffic driving	2016
Inventory Checking Via SKU/UPC	2017
Stock Monitoring	2017
Manpower Driving	2018
Budget Liquidation	2018
Business communication skill	2018
Revisualizing	2019
Proper Deliveration of Proposals	2019
Basic Computer Repair	2020
Product Listing	2020
Product Image Optimization	2020
Product Detailing	2020
Communication Enhancement	2022
Tiktok Affiliate Marketing	2023
Involve Asia Affiliate Marketing	2023



References:

Name: Jerome Bardinas
Company: Alorica
Position: Team Manager
Phone Number: +639272556206

Name: Juleon Pol Garcia
Company: All About BPO
Position: CEO
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Name: Gerard Bronzee Dela Cruz
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Phone Number: +639277161488

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Company: Your VA Buddy
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