

HERALD BURGONIOS

VIRTUAL ASSISTANT




CONTACT ME AT

 Butuan City Philippines

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SKILLS SUMMARY

- Customer Service
- Administrative Assistant
- Appointment Setting
- Fraud Specialist
- Claim Specialist
- Calendar Management
- Email Management

SOFTWARE

- Zendesk
- Airtable
- Jobber
- OpenPhone
- Google Suite
- Google Voice
- Canva
- WordPress
- Monday

PERSONAL PROFILE

A Virtual Assistant with more than 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

Coach's Cleaning Company | 2022- 2023

VIRTUAL ASSISTANT/OPERATION MANAGER

- Admin Assistant
- Basic social media admin
- Creating and posting content for the business in social media platform.

JP Morgan Chase and co. | 2017- 2022

FRAUD SPECIALIST I

- Claims Specialist - Provided updates and resolutions to customers pertaining to going disputes.
- Check Forgery and ID Theft Specialist - Assisted customers who were victims of Identity theft.
- Fraud Specialist - Assisted customers with check deposit holds.

Convergys Philippines Incorporated | 2015 - 2017

Customer Support Associated II

- Assisted customers with concerns regarding deposit accounts.
- Provided customers with banking information such as balance, transactions, and account status.
- Educated customers about account types, fees, and available products.

EDUCATION HISTORY

Father Saturnino Urios University

Bachelor of Science in Nursing, 2006-2010

- I also passed the licensure exam for Nurses in 2010.