JOHN CARLO DOCTOR

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PROFESSIONAL SUMMARY

Results-driven professional with an Engineering degree and over 5 years of combined experience in customer service, team leadership, and executive support. Proven track record in operational efficiency, client satisfaction, team management, and administrative coordination. Highly organized, detail-oriented, and adaptable with strong communication and problem-solving skills. Experienced in managing business tools, CRM systems, calendar management, reporting, and workflow optimization.

CORE COMPETENCIES

- Customer Service & Client Relations
- Team Leadership & Performance Management
- Executive & Administrative Support
- Calendar & Travel Management
- CRM & Ticketing Systems
- Data Analysis & Reporting
- Process Improvement
- Email & Inbox Management
- Project Coordination
- Conflict Resolution
- Technical Support
- Microsoft Office & Google Workspace

PROFESSIONAL EXPERIENCE

Executive Assistant

Company Name | Remote / Philippines | 2024 – 2026

- Managed executive calendar, scheduling meetings, appointments, and travel arrangements.
- Coordinated domestic and international travel including flights, accommodations, and itineraries.
- Handled confidential documents, contracts, and sensitive information.
- Prepared reports, presentations, and meeting summaries.

- Managed email inbox, responded to stakeholders, and prioritized urgent communications.
- Supported project coordination and cross-functional team communication.
- Streamlined administrative processes to improve operational efficiency.

Tools Used:
Google Workspace, Microsoft Office, Zoom, Slack, Notion, Trello, CRM systems, Calendly

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Team Leader

Company Name | Philippines | 2023 – 2024

- Supervised and managed a team of customer service representatives.
- Monitored KPIs including AHT, CSAT, Quality Scores, and Attendance.
- Conducted coaching sessions, performance evaluations, and team meetings.
- Handled escalations and complex customer concerns.
- Developed action plans to improve team performance and productivity.
- Collaborated with management to implement process improvements.

Achievements:

- Improved team CSAT score by XX% within X months.
- Reduced average handling time by XX%.

Customer Service Representative

Company Name | Philippines | 2021 – 2023

- Provided inbound and outbound customer support via phone, email, and chat.
- Resolved billing, technical, and account-related issues efficiently.
- Maintained high customer satisfaction ratings.
- Documented cases accurately in CRM systems.
- Met and exceeded performance targets consistently.

Key Skills Developed:
Problem-solving, communication, multitasking, conflict resolution.

EDUCATION

Bachelor's Degree in Engineering
University Name | Philippines | Year Graduated

TECHNICAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Drive, Calendar)
- CRM Platforms (Salesforce, Zendesk or specify actual CRM used)
- Project Management Tools (Trello, Asana, Notion)
- Communication Tools (Slack, Zoom, Microsoft Teams)
- Basic Data Analysis & Reporting

ADDITIONAL STRENGTHS

- Highly organized and detail-oriented
- Strong analytical mindset
- Adaptable and fast learner
- Works well under pressure
- Strong leadership and accountability