


JYZL HERMOSO

VIRTUAL ASSISTANT

 Cebu City, Philippines

 +639456544642

 hermosjyzzzzl@gmail.com

Graduate of Bachelor of Science in Civil Engineering at Cebu Institute of Technology - University. An experienced Customer Service Representative, Travel Consultant, HR/Admin-Recruiter, and Financial Representative for a US based Company.

EXPERTISE

- Photo editing and Video Editing
 - Social media suites & management software
 - Customer Service
 - Email Management
 - Outsourcing
 - Outbound and Inbound Calling
 - Computer Literate
-

EDUCATION

TALISAY CITY CENTRAL SCHOOL

Elementary (2005-2011)

SAINT SCHOLASTICA'S ACADEMY - TABUNOK

High School (2011-2015)

CEBU INSTITUTE OF TECHNOLOGY - UNIVERSITY

Bachelor of Science in Civil Engineering
2015-2021

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

October 2019 - March 2020

- Tasked to assist customers
- Helps clients with their concerns about mobile phones and internet connection.

ONLINE TUTOR

March 2020 - January 2021

- Tasked to assist kinder to grade one pupil.
- Teaches pupils about basic lessons

TRAVEL CONSULTANT

February 2021 - March 2022

- Assists customers about their travel itineraries.
- Books, rebooks, and cancels travel reservations.
- Knowledge in Amadeus/Sabre

HR AND ADMIN RECRUITER

April 2022 - December 2022

- Conducts interviews.
- Hires CNA/RN/LPN
- Submits candidates to facilities

FINANCIAL REPRESENTATIVE

September 2022 - March 2022

- Assists Customer about their credit cards
- Assists to pay their bills
- Assists to process financial disputes