

# LESTHER L. VIRTUSIO



**Mobile:**

09939510579

**Address:**

Palahanan 1<sup>st</sup>, San Juan, Batangas

**Email address:**

Virtusiolester0@gmail.com

**WORK EXPERIENCE :**

2 YEARS BPO EXPERIENCE AT  
AMERITECH GLOBAL  
SOLUTION INC.

**EDUCATION PROFILE:**

**Junior Highschool**

BATANGAS EASTERN COLLEGES  
1 Javier St. San Juan, Batangas  
Date of Graduation: May 2017

**Senior Highschool**

JOSEPH MARELLO INSTITUTE  
9PJ, Burgos St., San Juan Batangas  
Date of Graduation: May 2019

**College (Undergraduate)**

NATIONAL UNIVERSITY (LAGUNA)  
Bachelor of Science in Accountancy  
August 2021 – February 2022  
Computer Engineering  
August 2022 – March 2023

**PERSONAL DETAILS:**

Gender: Male  
Date of Birth : February 10, 2000  
Place of Birth: Batangas  
Civil Status : Single  
Citizenship : Filipino  
Religion : Roman Catholic  
Language Spoken: English, Filipino  
(Tagalog)

## PROFILE

An independent and self-motivated individual with passion, technical communication skills and practical understanding. Accuracy and precision in all tasks to ensure high level of efficiency and successful problem resolution. An enthusiastic and hardworking individual who is committed.

## SKILLS

- Good interpersonal skills and ability to communicate with wide range of individuals.
- Good planning and organization skills.
- Keen attention to detail
- Strong communication foundation.
- Self-starter, diligent and discreet enough to handle the assignments' ability to work with others in a cooperative team environment

## WORK EXPERIENCE :

**BPO EXPERIENCE AT AMERITECH GLOBAL SOLUTION INC.  
( 5 YEARS CSR )**

- October 2019- October 2024
- Inbound call center services are designed to handle various aspects of customer interaction.
- The dedicated inbound agents manage customer inquiries, feedback, and complaints, offering detailed information about products or services.
- Conducting customer satisfaction surveys
- Non-voice support is a category that focuses on customer interaction through channels such as live chat, email, or social media.

**SALES AGENT AT BRIM CAFE AND RESTO**

- August 2018 – August 2019
- Manage and Develop new Customer while maintaining existing sales with assigned customer
- Review daily sales report
- Coordinate sales to ensure demand met
- Develop new markets and building up relationship with the service
- Coordinate shipping schedule and deliver of merchandise and services

*I hereby certify that all information contained herein is true and correct to the best of my knowledge and belief.*

**LESTHER L. VIRTUSIO**

Applicant