

MARK SHANE LABRADOR

VIRTUAL ASSISTANT

📞 0961-667-0153

✉️ shanemagcaling30@gmail.com

📍 Batangas City



WORK EXPERIENCE

2024-2025

Virtual Assistant

Zest Agency

Maintain and develop connection with different customers to gain sales and marketing of products and services.

Provide feedbacks and suggestions to management to ensure continuous improvement.

2021- 2023

Customer Service Representative

Majorel Philippines

Provide-expert level support to customers, addressing complex issues, escalations and inquiries.

Assist in product/service selection and usage by possessing in-depth knowledge of the company's products or services.

2020-2021

Customer Service Representative

Buwelo: An Exactstar Company

Maintain detailed records of daily interactions with customers, installation activities, reported issues, and completed solutions.

Develop training manuals and troubleshooting procedures to help both support personnel and end-users interact with hardware and software.

REFERENCES

Marivic Crisologo

Majorel Philippines

Phone: 0936-236-8574

Adeline Palmerston

Majorel Philippines

Phone: 0956-395-1423

ABOUT ME

Results-driven professional with four years of experience as a Customer Service Representative and Virtual Assistant. Proven ability to deliver exceptional service resolve inquiries and manage customer relationships effectively. Skilled in maintaining accurate financial and non-financial records, demonstrating strong attention to detail and compliance with industry standards.

EDUCATION

2022-2025

University of Batangas

Bachelor of Science in Accountancy

2018-2020

Gordon College

Accountancy, Business and Management

EXPERTISE

Customer Service

Attention to Detail

Critical Thinking

Bookkeeping

Hardworking

LANGUAGE

English

Filipino