



MICAH GOLOCINO

VIRTUAL ASSISTANT



Contact



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Davao City 8000



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Skills

Time Management



Problem Solving



Creativity



Flexibility



About Me

Enthusiastic individual with superior skills in working both team-based and independent capacities. Bringing strong work ethic and organizational skills to any setting. Excited to begin new challenges and opportunities with successful team.



Education

BS in Business Management

2018-2020

Ateneo de Davao University



Work Experience

Awesome OS

Email and Chat Support

(February 2022- September 2022)

- Respond to customer in a timely and accurate way via email or chat, placing order, inquiring about an order, product information, and general order assistance.
- Identify customer's needs, clarify information, research every issue, and provide solutions.

Teleperformance Davao

Technical Support Representative

(August 2021 - February 2022)

- Provide technical support for resolution of customer's IT problems, incidents, issues, requests, and queries.
- Collaborating with other support teams as necessary to resolve customer requests or incidents.
- Ensure proper documentation, notification, escalation, tracking, and follow up of all incidents.