




RICO JOSEPH J CHUNACO


V I R T U A L A S S I S T A N T


PROFILE

seeking for a career that fosters stability; a career that enhances, utilizes, and challenges my skills advantageously. And, is conducive to progress both in the context of life and work.

CONTACT

 +63 961 721 3355

 rchunaco@gmail.com

 Zone 2, Prosamapi, Palestina,
Pili, Camarines Sur

SKILLS

- Communication Skills
- Microsoft Suites
- Writing Skills
- Receptive
- Strong work ethics
- Time-management skills

EDUCATION

SECONDARY SCHOOL

USI-PILI CAMPUS

2011-2014

BACHELOR OF SECONDARY EDUCATION

University of Nueva Caceres

2015-2021

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Amazon.com

June 2015-August 2016

- answer inbound calls
- process refunds, replacement, and exchange
- track orders online

GENERAL VIRTUAL ASSISTANT

Fenix Advisors

November 2020-March 2021

- managing CRM tools such as Credit Repair Cloud and Prodigy particularly for drafting and creating letters
- handling customer relations management
- modifying database
- processing disputes to the bureaus

CUSTOMER SUCCESS REPRESENTATIVE

WELLS FARGO

SEPTEMBER 2021-NOVEMBER 2022

- respond to customers concern(s) or inquiries
- handling consumer accounts (checking and savings)
- filing disputes against third party for transaction discrepancies