



PROFILE

I take pride in delivering exceptional customer experiences for 11 years. I'm here to ensure your journey with me is smooth, satisfying, and stress-free. With a passion for problem-solving and a commitment to your satisfaction, I'm dedicated to addressing your questions, concerns, and inquiries. Whether you're seeking assistance with product information, troubleshooting, order tracking, or anything else, I'm here to provide timely and accurate support. My goal is to exceed your expectations by delivering personalized solutions tailored to your unique needs. I am flexible and adaptive, thriving in different environments and always eager to learn new things quickly. Being results-oriented, I am fully dedicated to delivering high-quality work that meets your needs. Collaboration is at the heart of what I do, and teamwork is one of my strongest attributes.

CONTACT

PHONE:
09206195501

WEBSITE:
https://www.upwork.com/freelancers/~01076fa81b4e987463?mp_source=share

EMAIL:
Sharmaine.rico01@gmail.com

SHARMAINE T.RICO

Virtual Assistant

EDUCATION

University of Iloilo

Bachelor of Science in Nursing
Batch 2013

Iloilo Doctor's College

Bachelor of Science in Psychology
Batch 2016

WORK EXPERIENCE

Extendops- Senior Frontline Representative/Appointment Setter
November 2023- June 2024 (**Western Dental Orthodontics**)

XpressLoans911- Virtual Back Office Assistant/Loan Opener
April 2023–October 2023

Ttech -Technical Support Representative (Verizon)
March 2020-March 2023

IQOR- Senior Customer Service Representative (Walmart)
January 2015-July 2017

SPI Global CRM- Technical/Sales Support Representative (Dish Network)
May 2013-December 2014

SKILLS

Remote Support
Microsoft Office
Customer Satisfaction
Customer Service
Problem-Solving
Office Administration
Documentation
Technical Support
Support Services
Customer service understanding