



Via Nicole Espiritu

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February 27, 1998



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#5 Ma. Diana Dr, Sta.
Lucia Village, P.F.



Espiritu VI, Bacoor city,
Cavite 4102

PROFESSIONAL SKILLS

- Data Reporting/Analysis
- Inventory Management
- Logistics Management
- Warehouse Management
- Spiel/Macro writing
- Inbound and outbound calls
- Data Entry
- Research
- Chat & Email handling

SOFTWARE EXPERIENCE

- Zendesk
- Loom
- GSuite
- MS Office
- Shopify
- Shiphero
- Slack
- Time Doctor

WORK EXPERIENCE

GENERAL VIRTUAL ASSISTANT

> Go2 | January 2021 - February 2024

- Customer Service Task (Chat & Email)
- Administrative Tasks
- 1. Inventory Management
- 2. Data Reporting
- 3. Logistics Management
- 4. Warehouse Management
- GY Shift

> Achievements:

- Name-drop all-star (CSAT)
- 100% CSAT

CUSTOMER SERVICE REPRESENTATIVE

> Teleperformance | June 2018 - February 2020

- Inbound, Outbound, Backoffice Specialist
- Loans Department
- GY Shift

> Achievements:

- Top 1 Customer Service Agent
- Top 1 Agent 100% QA
- Top 1 Agent 100% CSAT

EDUCATION

UNIVERSITY OF PERPETUAL HELP SYSTEM -

DALTA October 2015 - April 2017

Completed Coursework in Maritime Education

REFERENCES

- Elynn Joy Fernandez Navarro | Sitel/Supervisor | 09994716913
Gabriella Monte | The Village Dallas | VP of Hotel and Retail Operations | gabriellammonte@gmail.com