

VON DOMALSIN

11 – E Upper P. Burgos, Baguio City, PH | vondomalsin@gmail.com |
0945.8238.670

PROFILE

I am an aspiring and work oriented individual seeking to handle virtual assistant tasks. I have accumulated more than enough experience as a customer service representative for the past three years and can perform independently.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance Baguio

June 2022 - May 2022

- Provide smart home security and alarm system walkthrough.
- Promoted to Advance Technical Support just over a month.

Concentrix Baguio

October 2022 - July 2024

- Providing expert financial advice for credit card usage, features and rewards, and sales.
- Daily metric tracking
- Potential candidate as an SME (Subject Matter Expert).

Foundever Baguio

August 2024 - Present (rendering)

- Assisting guests in booking car rentals, mobile app navigation, modifying trips, swapping vehicles, and offering road side assistance.
 - Walkthrough hosts vehicle listing, removing vehicles, reimbursements and disputes.
-

EDUCATION

Saint Louis University

2018

B.S. in Mechanical Engineering

CERTIFICATIONS

- Customer Support Rockstar
- Civil Service Eligibility

SKILLS

- Pleasing personality
- Intermediate level in English
- Can work with diverse people
- Multi-tasking and proficient in tool navigation
- Problem-solving