

YHDA DUMAGO

CONTACT

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EDUCATION

BS in Electronics & Communications Engineering

National University - Manila

Manila, 2014 - 2023

WORK EXPERIENCE

Virtual Assistant

Part-time Freelancer, Remote

Jan 2019 - Present

- Provide comprehensive administrative support to clients remotely, leveraging a broad range of skills and expertise in areas including administrative assistance, customer support, research, and data entry.
- Use superior organizational and communication skills to manage client relationships effectively and ensure that deadlines are met, projects are completed to high standards, and customer satisfaction is maximized.

Marketing & Operations Coordinator

Acquire BPO, Ortigas

Jan 2022 - Mar 2023

- Assist in executing marketing plans and campaigns, including advertising, email marketing, social media campaigns, and events.
- Respond to incoming emails from marketing and operations teams, addressing their needs and concerns in a timely manner.
- Assist in creating marketing materials, such as brochures, flyers, and presentations.
- Conduct research to identify new opportunities and optimize marketing strategies.

Technical Support Representative

Dexcom Philippines, Taguig

Jul 2020 - Dec 2021

- Provide technical support and assistance to customers regarding mobile apps, cloud software, and associated hardware via phone calls and email.
- Utilize software and databases to document, analyze, and resolve patient concerns, process replacement orders, and perform follow-ups.
- Coordinate with the back-office team to maintain accurate records and act as a point of contact to facilitate communication and promote teamwork.

IT Specialist

Stefanini Philippines, Pasay

Jun 2018 - Mar 2020

- Providing dedicated IT support, serving as the first point of contact for IT support inquiries through email, chat, or phone.
- Documenting and tracking incidents and service requests, ensuring accurate and timely reporting and resolution of issues.
- Collaborating with technical teams to escalate and resolve complex issues.
- Maintaining service level agreements and following standard operating procedures and workflows to ensure efficient resolution of tickets and restoration of normal IT services.

Accounts Specilaist

VXI Global Holdings, Pasay

May 2017 - May 2018

- Provided dedicated support to AT&T ISM and responded to customer queries via phone regarding AT&T services, equipment, promotions, roaming, and billings.
- Maintain accurate records of customer interactions and transactions.

Technical Support Representative

Teleperformance, Makati

May 2014 - Mar 2016

- Respond to customer inquiries and troubleshoot technical and account problems.
- Review and process submitted documentation for account update requests, ensuring compliance with established policies and procedures, and maintaining accurate records of all transactions.
- Trained to assist 3 out of 7 LOBs - billing, email, and back-office.

REFERENCES

References available upon request.