



# MIKAEL LAGON

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Time Management & Adaptability
- Appointment Setting
- Data Entry
- Internet Research
- Administrative Assistance
- Apps
- Graphic Design
- Problem Solving & Conflict Resolution

## TOOLS

Asana  
ChatGPT  
Microsoft Office  
Microsoft Excel  
G-Suite  
Canva  
Capcut  
Zendesk  
GHL

## PERSONAL PROFILE

I excel in both verbal and written communication, with a strong ability to actively listen and solve problems analytically. My goal is to enhance customer experiences through client-focused approaches, understanding their needs, and delivering personalized solutions to build loyalty. I am passionate about delivering superior service and support to ensure long-term customer satisfaction. Proficient in relevant tools and best practices for customer service, I bring expertise in virtual environments supporting administration, organization, and customer relations. Skilled in productivity technologies like G Suite, Asana, Slack, and Microsoft Word, I also possess excellent time management, communication, and problem-solving skills.

## WORK EXPERIENCE

### LIFESTYLE ASSISTANT SPECIALIST/EXECUTIVE VIRTUAL ASSISTANT

#### Full Potential Solutions - Jan. 2024 - July 2024

- **Communication:** Clear and concise verbal and written communication skills.
- **Organizational Skills:** Ability to prioritize tasks and manage time effectively.
- **Tech-Savviness:** Proficiency with various online tools, software, and platforms.
- **Attention to Detail:** Accuracy in managing data, scheduling, and correspondence.
- **Problem-Solving:** Ability to think critically and find solutions independently.
- **Adaptability:** Flexibility to handle diverse tasks and adjust to changing priorities.
- **Professionalism:** Maintaining confidentiality and professionalism in all interactions.
- **Multitasking:** Capable of handling multiple projects and deadlines simultaneously.
- **Research Skills:** Ability to gather and synthesize information effectively.
- **Customer Service:** Providing excellent service and support to clients or executives

## **CUSTOMER SERVICE REPRESENTATIVE/SALES REPRESENTATIVE**

### **Teleperformance - May 2022 - May 2023**

- Updated account information to maintain customer records.
- Offering advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Clarified customer issues and determined the root cause of problems to resolve product or service complaints.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to the supervisor.
- Met customer call guidelines for service levels, handle time and productivity.
- Sought ways to improve processes and services provided.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Increased efficiency and team productivity by promoting operational best practices.

## **VIRTUAL ASSISTANT FOR A REAL ESTATE AGENT**

### **Six Eleven - April 2021 - April 2022**

- Managed electronic and paper filing systems by updating paperwork, maintaining documents, and accurately recording information.
- Managed CRM input, exports and clean up.
- Monitored emails, organized inbox, and prioritized messages for supervisor.
- Conferred with customers by telephone, chat or email to provide information.
- Ordered gifts for clients for holidays and in recognition of special accomplishments.
- Kept extensive contact list updated with new contacts and changes to existing contacts, assisted coworkers and staff members with special tasks on a daily basis.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Continually sought methods for improving daily operations, communications with clients, recordkeeping and data entry for increased efficiency.
- Performed research to collect and record industry data.

## EDUCATION HISTORY

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### Toyozu School of Foundation

- Vocational Course: Welding

### University of Mindanao

- Bachelor of Science in Civil Engineering: 3rd Yr. College Undergraduate