



FRANCIS LOYD GUANGCO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Adaptability
- Critical thinking
- Decision- making
- Active listening
- Time management
- Effective communication
- Attention to detail

TOOLS

- Microsoft Office
- Microsoft Excel
- Canva
- Google Workspace
- Chat GPT

PERSONAL PROFILE

An **Executive Assistant** with 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

TECH SALES REPRESENTATIVE

Asurion | 2021 - 2024

- Provide technical assistance and support to customers with phone, tablet, watch, and cellular network.
- Provide a recommendation that will help them get 24/7 tech support in addition to protection with their eligible techs.

SENIOR REPRESENTATIVE

IQOR | 2015 - 2021

- Provide advance customer support that will manage and resolved complex or high-priority customer issues.
- Provide guidance and support to less experienced experts, helping them improve their skills and performance

SALES ASSOCIATE

Western Appliances | 2014 - 2015

- Suggest additional products or accessories that complement the customer's purchase.
- Work towards meeting or exceeding individual and store sales goals.

EDUCATION HISTORY

National College of Science and Technology

- Tourism Hotel and Restaurant Operations, 2005