



DARWIN AGULANE

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Leadership and Team Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Customer service Excellence

TOOLS

- Salesforce
- Slack & Teams
- Microsoft Office
- Zoom
- Google Calendar

PERSONAL PROFILE

With 12 years of experience in various tasks in BPO and Virtual Assistant Industry. 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

VIRTUAL ASSISTANT | REMOTE SHOPPER SUPPORT

Community Archives | April 2024 - November 08 2024

- As a Remote Shopper , I'm responsible for ensuring top-notch customer satisfaction and resolving any issues related to the Shopper experience. This includes Review and verify incoming documents, Ensure all necessary information is accurate and complete ,Process documents according to the
- Forward complex issues to the appropriate department or escalate if necessary. Follow up with customers on pending issues or incomplete documents. Conduct satisfaction surveys or gather feedback from recent purchases.

VIEWER EXPERIENCE ADVOCATE | OPERATIONS MENTOR | TEMPORARY SUPERVISOR

Valor Global | September 2019 – February 2024

- As a Viewer Experience Advocate and Supervisor at Disney+, you will be responsible for ensuring top-notch customer satisfaction and resolving any issues related to the viewer experience. This includes supervising a team of advocates, providing guidance and support, and continuously evaluating and improving the viewer experience
- Some tasks may include conducting training sessions for new advocates, analyzing viewer feedback to suggest improvements, collaborating with other departments to enhance the overall experience, and addressing escalated customer concerns on time.
- Collaborating with other teams such as Training or Quality Assurance to identify opportunities for process optimization or automation to enhance Efficiency

CUSTOMER SERVICE SPECIALIST | SME (SUBJECT MATTER EXPERT)

Hum by Verizon | February 2018 – April 2019

- As a Customer Service Specialist and Subject Matter Expert at Hum by Verizon, your role involved
- providing exceptional customer support while also serving as a knowledgeable resource on the product and its features. You were responsible for addressing customer inquiries, resolving technical issues, and offering in-depth product expertise to ensure customer satisfaction. Improve operations efficiency and customer satisfaction.



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WORK EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE | SME (SUBJECT MATTER EXPERT)

Comcast (Xfinity) | May 2016 – December 2017

- As a Technical Support and Subject Matter Expert at Comcast from May 2016 to December 2017, my primary role was to provide technical support to customers and serve as a subject matter expert for various products and services offered by Comcast. I was responsible for troubleshooting customer issues, resolving problems, and ensuring customer satisfaction
- .In addition to providing technical support, I also handled tasks as assigned by the management team. These tasks included researching new technologies or products, assisting with product testing and evaluation, creating training materials and documentation for internal use, and participating in cross-functional team projects.

CUSTOMER/PREMIUM SERVICE REPRESENTATIVE LEVEL 2

Virgin Mobile Australia | April 2015 – April 2016

- my primary responsibility was to provide exceptional customer service and support for premium customers. I handled inbound calls and emails from customers who required assistance with their mobile services, billing inquiries, technical issues, and account management.
- I effectively resolved customer complaints, troubleshooted technical problems, and ensured a positive customer experience by providing timely and accurate information. I demonstrated a deep understanding of the company's products and services to assist customers with their specific needs. Additionally, I consistently met or exceeded performance targets such as call quality, resolution timeframes, and customer satisfaction ratings functional team projects.

CUSTOMER/CUSTOMER SERVICE REPRESENTATIVE/OUTBOUND SALES REPRESENTATIVE / OPERATIONS & GRAD SCHOOL MENTOR / TEMPORARY OPERATIONS SUPERVISOR PREMIUM SERVICE REPRESENTATIVE LEVEL 2

Moneygram | Sirius XM | July 2011 – April 2015

- my primary role was to provide exceptional customer service and support. I handled inbound calls, emails, and chat inquiries from customers, assisting them with various needs such as account inquiries, payment processing, troubleshooting technical issues, and resolving complaints.
- As an Operations & Grad School Mentor/Temporary Operations Supervisor at Moneygram during this period, I also provided guidance and mentorship to newly hired representatives. I assisted in training programs by conducting one-on-one coaching sessions and sharing best practices for delivering exceptional customer service.
- I ensured a positive customer experience by demonstrating strong product knowledge and problem-solving skills. I effectively addressed customer concerns in a timely manner while adhering to company policies and procedures. Additionally, I maintained accurate records of customer interactions and took necessary steps to escalate complex issues for further resolution.

EDUCATION HISTORY

Metro Business College

- Bachelor of Science Computer Science, 2009

Technical Education And Skills Development Authority

Completion for Spanish Language for Different Vocations 2019