



ANGELIE MAY RICO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

- Microsoft Excel
- Google Sheets
- Power BI
- AutoCad
- Google SketchUp

PERSONAL PROFILE

Dedicated and adaptable professional extensive experience in customer service, technical support, financial advisor and sales roles. Seeking opportunities to leverage my diverse skill set and proven track record of delivering exceptional results in a dynamic and challenging environment.

WORK EXPERIENCE

SALES AND TECHNICAL SUPPORT EXPERT

Teclog Center Philippines | 2021 - 2024

- Troubleshoot network and device issues of wireless devices while building trust and rapport to the customer, offering products such as protection plans, new lines, or upgrade after resolving customer's concerns

TECHNICAL SUPPORT REPRESENTATIVE (ADVANCED)

Concentrix | 2019 - 2021

- Handle wireless devices (phones, hotspots, smartwatches, tablets) as a last resort troubleshooting expert. Resolve issues, create tickets for complex problems, and ensure comprehensive support.

CUSTOMER SERVICE REPRESENTATIVE

Alorica | 2017 - 2019

- Help customers place orders, provide product information, and ensure a smooth purchasing process. Resolve shipment delays and delivery errors. Collect overdue payments, using assertive communication skills to ensure adherence to company policies and regulatory requirements.

OFFICE ENGINEER

IGROS Marketing Corp. | 2016 - 2017

- Designed and drafted as-built projects using AutoCAD while creating 3D models in SketchUp. Analyzed project data and managed timelines with Microsoft Excel, collaborating with multidisciplinary teams to ensure project specifications are met and delivering high-quality engineering solutions.

EDUCATION HISTORY

Batangas State University

- Bachelor of Civil Engineering, 2015
- Unable to complete 5th year