



ZULHAIDEN MONTES

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Support
- Appointment Setting
- Data Entry
- Web Design
- Admin Works
- Apps
- Graphic Design

TOOLS

- Zendesk
- Shopify
- Gorgias
- Amazon Seller Central
- Google Suite

PERSONAL PROFILE

A **Customer Service Expert** with 8 years experience in Customer Service, Cold Calling, and General Admin. 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

ACCIDENT DISPATCH ASSOCIATE

[Peak Support Global Service | 2022- 2024](#)

- Worked as part-time dispatch associate
- Made sure vehicles were towed from the accident scene and dropped off at the body shop

AMAZON - ADMIN ASSISTANT

[Riverbend Consulting | 2021 - 2022](#)

- Answered product and service questions and offered information on related products and services via email.
- Processed refunds for returned and damaged items.
- Maintained client account's health, feedback, and claims information in the database
- Prepared daily reports on emails handled using google sheets.

CHAT SUPPORT SPECIALIST

[Infopay.com | 2020- 2021](#)

- Provided accurate and appropriate information in response to customer inquiries
- Addressed customer service inquiries in a timely and accurate passion.

EDUCATION HISTORY

[Mindanao State University - Maguindanao](#)

- Bachelor of Science in Information Technology, 2015
- Best in Thesis Awardee



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TOOLS

- Mojo Dialer
- Call Tools
- Microsoft Office
- Microsoft Excel
- WordPress

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WORK EXPERIENCE

REAL ESTATE - COLD CALLER

Exceptional Home Offers | Oct 2020 - March 2020

- Called homeowners by telephone to qualify potential leads.
- Scheduled appointments for potential leads and let lead managers call for closing sales.
- Generated 20-30 quality leads per week.

BPO CALL CENTER AGENT

Sutherland Global Services, VXi, IQOR | 2015 – 2020

- Worked as a full-time customer service representative in a high-volume call center
- Answered product, billing, and service questions and offered information on related products and services.
- Placed and canceled an average of 200+ orders from customers
- Maintained a customer account information database (incl. canceling and updating customer accounts.)

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