



# JOSHUA DICEN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Support
- Technical Support
- Data Entry
- Admin Support
- Office Software
- Apps / Tools
- Graphic Design

## TOOLS

Google Calendar  
Slack  
Microsoft Office  
Microsoft Excel  
Meta Business Suite

## PERSONAL PROFILE

Experienced **Customer Support** professional with over 2 years of varied experience. Adept at managing customer service with efficiency and delivering exceptional results. Strong organizational skills and detail-oriented approach.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

[IQOR Philippines | 2023 - 2024](#)

- Maintained a positive work ethic and commitment to providing excellent service.
- Meeting standard metrics and customer satisfaction.

### CUSTOMER SERVICE AND RELATION STAFF

[Flash Home Trece | 2022 - 2023](#)

- Team Management
- Prepared detailed reports
- Handle the client's concern about the product and services.
- Social Media Management
- Community Engagement
- Community Networking
- Answering inquiries through Facebook Business Suite

## EDUCATION HISTORY

[Cavite State University - Rosario Campus | 2018 - 2023](#)

- Bachelor of Science in Computer Science
- Member, Programming Club
- Member, Creative Club



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## PERSONAL PROFILE

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## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

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- Meeting standard metrics and customer satisfaction.

### CUSTOMER SERVICE AND RELATION STAFF

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