



BINZ APRIL CADIZON

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

- Salesforce
- Zendesk
- Microsoft Office
- Microsoft Excel
- CRM

PERSONAL PROFILE

An **Executive Assistant** with over 4 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

CUSTOMER SERVICE ASSOCIATE

Amazon Operations Services | 2023 - 2024

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.

SALES REPRESENTATIVE

Fusion BPO | 2023 - 2023

- Cold Calling prospects about any repair on their homes.
- Prepared detailed reports
- Organizes and plans essential central services

TDCX PH Inc. | 2020 - 2021

- Taking escalated calls, chat, email
- Former Supervisor Intern
- Handle Supervisor Calls
- Assisting the Host and Guest for their concerns.

EDUCATION HISTORY

Cebu Technological University - Argao Campus

- Bachelor of Science in Industrial Technology - Major in Electronics, 2016
- Member, Honorable Society
- Member, Student Helpdesk