



# JOHN ALBERT GOBANGCO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Property Management
- Customer Service Excellence
- Problem-Solving
- Attention to Detail
- Office Software
- Technical Proficiency
- Team Collaboration

## TOOLS

Propertyware  
Zendesk  
Salesforce  
Slack  
Atlas  
Samson  
Zillow  
Tenant Tracking Software (TTS)  
DocuSign  
Avaya  
RingCentral

## PERSONAL PROFILE

I am a professional Customer Service Representative with over 4 years of experience in handling multi-national clients. My unique professional expertise stems from years to years of providing excellent customer support, creative problem-solving, and building customer loyalty.

## WORK EXPERIENCE

### ASSISTANT PROPERTY MANAGER

[Homeriver Group](#) | 2023 - 2024

- Preparing and sending lease agreements and other property-related documents.
- Scheduling and coordinating maintenance and repairs with vendors.
- Handling administrative tasks such as filing and data entry.

### CUSTOMER SERVICE REPRESENTATIVE

[T-Mobile](#) | 2021 - 2023

- Assisting customer through phone calls.
- Interact with customers to handle complaints, process orders, and provide information about an organization's product and services.

### TECHNICAL SUPPORT REPRESENTATIVE

[AT&T](#) | 2020 - 2021

- Provide answers to questions from customers regarding use and troubleshooting of equipment, usually over the phone.
- Help customers resolve technical problems associated with a product or service.

## EDUCATION HISTORY

[Bacoor National High School](#)

- Old Curriculum Graduate ( S.Y 2010-2011 )