



ZACHARY ANDREI VITALES

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Support
- Appointment Setting
- Data Entry
- Cold Calling
- Office Software
- Social Media
- Internet Research

TOOLS

ClickUp
GoHighLevel
Microsoft Office
Google Sheet
Social Media

PERSONAL PROFILE

A **Virtual Assistant** and **Customer Support** with 4 years experience in various tasks. Tech savvy, problem solver, lead generation and customer service that you can rely on. Enthusiastic individual with great skills in both team based and independent capacities to contribute to a great team and make impactful contributions to the company.

WORK EXPERIENCE

VIRTUAL ASSISTANT/OUTBOUND MESSENGER

RCFH Agency | 2023 - 2024

- Effectively communicated with clients to provide timely updates and information.
- Ensured accuracy in messaging to enhance customer engagement and satisfaction.
- Social Media and CRM Management.

CUSTOMER SUPPORT REPRESENTATIVE

Concentrix, Entain | 2019 - 2021

- Resolved customer inquiries and issues efficiently through multiple communication channels.
- Maintained a positive customer experience while meeting service-level agreements and performance metrics.

AUTOCAD OPERATOR

Cardrian Builders Co. | 2018 - 2019

- Re-designing accurate technical drawings and designs.
- Collaborated with engineers and architects on project details.
- Ensured compliance with design specifications.
- Document writing.

EDUCATION HISTORY

Rizal Technological University

Bachelor in Electronics and Communications Engineering.

St. Andrew Academy

Secondary Highschool.