



KENNETH LATAP

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Technical Support
- Administrative
- Management Skills
- Web Research
- Office Software
- Apps
- Graphic Design

TOOLS

- Asana / Trello
- Slack / Discord / MS Teams / Zoom
- Zendesk
- Facebook Creator Studio
- Tiktok Creator Tools
- Hootsuite
- Google Workspace
- Microsoft Office
- Meta Business Suite
- Canva / Photoshop
- Capcut / Premier Pro

PERSONAL PROFILE

A reliable **Customer Service Professional** with over 5 years of experience across various roles. As a tech-savvy and resourceful, I'm the person you can count on to get things done efficiently. Whether working independently or with a team, I bring enthusiasm, adaptability and a solution-focused mindset to every task, ensuring smooth operations and top-notch support.

WORK EXPERIENCE

CUSTOMER SERVICE / TECHNICAL SUPPORT (BPO)

Harte Hanks Philippines Inc.

- Provided phone support for Motorola devices, guiding customers through setup and troubleshooting using internal tools such as emulators, websites, and knowledge base resources for effective service.
- Delivered friendly, empathetic, and conversational service to create a positive customer experience. Focused on resolving issues efficiently using strong problem-solving skills.

FREELANCE VIRTUAL MECHANIC / CSR & TSR

Venom Motorsports Inc.

- Provided remote troubleshooting for motorcycles, e-bikes, and ATVs via phone and email, successfully resolving most issues.
- Coordinated with various departments using Slack, Gmail to ensure timely delivery of parts, improving customer satisfaction.

GUEST SERVICE REPRESENTATIVE - OFFICER IN CHARGE

SM PRESTIGE LOUNGE - MARKETING CONVERGENCE INC

- Accommodate VIP customer service, managing daily lounge operations and inquiries.
- Handled admin reports, inventory, budgeting, purchased order, staff management and facility management, as Officer-in-Charge in the absence of the supervisor.

EDUCATION HISTORY

NATIONAL COLLEGE OF SCIENCE AND TECHNOLOGY

- Bachelor of Science in Hotel and Restaurant Management
- Scholar of Jollibee Foods Corporation (JFC) SEEDS Program