



BERTCHE PASTOR

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Inbox Management
- Calendar Management
- Data Entry
- Internet Research
- Client Interaction
- Problem - Solving
- Graphic Design

TOOLS

Zendesk
Shopify
Canva
Microsoft Outlook
Google Workspace
Microsoft Excel
Quickbooks
Shipstation
Slack
Salesforce

PERSONAL PROFILE

A versatile **Virtual Assistant** with 2 years experience in various tasks. May it be executive assistance, administrative work, scheduling, managing inboxes, web research, and calendar management. A tech-savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in analysis and an absolute fast learner.

WORK EXPERIENCE

FREELANCE VIRTUAL ASSISTANT/ EXECUTIVE ASSISTANT

Kendon Industries LLC | 2023 - 2025

- Manage calendars and schedule meetings, appointments.
- Manage inbox ensuring all important emails are responded to.
- Improve operations efficiency and customer satisfaction by providing excellent customer service.

EXECUTIVE ASSISTANT /TECH-OPS TECH SUPPORT

JP MORGAN CHASE & CO. | 2020 - 2023

- schedule intakes with executives for a more detailed troubleshooting
- Assist executives in solving issues with their payment processing portals hindering their business to operate.

SENIOR SPECIALIST 1/ ONLINE TECHNICAL SUPPORT

JP MORGAN CHASE & CO | 2019 - 2020

- Online and mobile banking troubleshooting
- handles escalations and making sure customers are left satisfied with their experience aside from having their issues fixed.

EDUCATION HISTORY

Cebu Technological University - Main Campus

- Bachelor of Science in Mechanical Engineering , 2016
- Cum Laude , Licensed Mechanical Engineer