

LAIRINE JOY MENDOZA

CUSTOMER SERVICE REPRESENTATIVE/
VIRTUAL ASSISTANT



SUMMARY

I am a self-driven person, who is always excited to learn new things for personal and career growth. I am someone who likes to take challenges, can adapt to changes and collaborate to colleagues remotely and traditionally.

I am seeking for a position where I can utilize my expertise in Financial Management and/ or from my previous experiences as a customer service representative, technical and virtual support.

CONTACT

- +63951-313-0084
- mlairinejoy@gmail.com
- Cayponce, Balayan, Batangas

EDUCATION

IMMACULATE CONCEPTION COLLEGE

Bachelor of Business Administration
2018-2022

IMMACULATE CONCEPTION COLLEGE

Senior High School
2016-2018

TUY NATIONAL HIGH SCHOOL

Junior High School
2012-2016

ACADEMIC AWARDS AND ACHIEVEMENTS

2012- Class Salutatorian (Elementary Level)

2012 to 2016- Class Achiever (Junior High School Level)

2018- Class Achiever (Senior High School Level)

June 22, 2024- Best Technical Support

2024 2nd Quarter- Overall Best Technical Support

WORK EXPERIENCE

SALES ADVISOR (CONCENTRIX - FILINVEST ALABANG SITE)

JUNE 2022-DECEMBER 2022

- Receive inbound calls from US telco clients and answer inquiries, handle billings, product shipping status, return and refund, sales, etc.
- Assist customers and provide them satisfactory services

TECHNICAL SUPPORT REPRESENTATIVE (THE PEAK TOWERS - MAKATI CITY SITE)

FEBRUARY 2023- DECEMBER 2024)

- Technical Support- Provides technical service to test-takers prior and mid-exam. This includes basic troubleshooting steps to help them complete their tasks and finish their certification/ board/ licensure or entrance exams.
- Online PRO Proctor- Pilots exam-opening for VIP clients, critically abiding by the complex procedures to properly assist the test-takers all through out the exam, blended with technical support.

VIRTUAL ASSISTANT (CLOUD SIGNINGS LLC)

DECEMBER 2024-MARCH 2025

- Schedule Assist- Setting appointments with the notaries, coordinating with the title in a timely manner to properly conduct signings for mortgage individuals.

REFERENCES

RYAN JAY MALLO
Manager (Support Services Group)

+63965-445-6655

MA. MONIQUE ATIENZA
Teacher (Tuy National High School)

+63917-147-1153