

CHARIZZE ARMA

General Virtual Assistant
Customer Service (field & online)

PROFILE

I am an experienced customer service agent seeking a full-time position in the field of virtual assistant, customer support, and administrative assistant.

CONTACT INFORMATION

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REFERENCE

Mr. Erwin Torio
Philippine Airport Ground Support Solutions, Inc.
Senior Supervisor – EVA Airways and Oman Air
09154237703

EDUCATION

2014

Jan 2021	Ezra Firestone - Smart email Marketing (Klaviyo) Training Course
2012-	Lyceum of the Philippines University - Cavite Campus
2016	Bachelor of Science in International travel and tourism management
2015	IMAGE AND SKILLS ENHANCEMENT
	Training

WORK EXPERIENCE

JAN 2020- Facebook Moderator & Shopify customer chat and PRESENT email support, Marketing content creator

- Review and manage Facebook ads.
- Locate and create adjustment order in Shopify.

Hospitality Professional Certificate

Generate leads through Facebook outreach and direct messaging.

American Hospitality Academy (Online Campus)

- Communicate with customers through high-quality live chat and emails to answer their questions and solve problems in a fluent English.
- Provide world-class customer service in a friendly, confident, and knowledgeable manner in Facebook, Gorgias and Shopify.

Sept. 2017 - Passenger Service Agent - Eva Air, Philippine Feb. 2020 Airport ground support solutions

- Check-in Agent, accommodate and assist passenger during their departure in airport.
- Communicating with passengers and extend customer service and information to passenger.
- Adhere to security requirement (Profiling and visa checking)
- Perform Flight Controller and Lead Gate controller.
- Perform administrative task.

2016 Sales Account Executive

- Promote and sells company's product
- Achieved maximum sales profitability

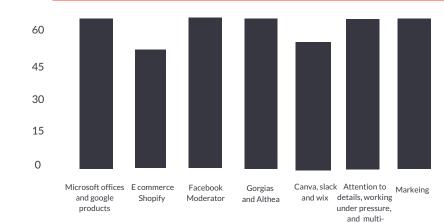
2014 On the Job Training (Travel Agency Consultant)

- General administration, handling communication/reception, coordination between management and clients.
- Attend to all clients inquiries requirements and formulates responses and resolution via telephone or email.

AWARDS

2018 - 2019	Employee Perfect Attendance (Philippine Airport
	Ground Support Solutions)
2015	Dean's Lister (Lyceum of the Philippines University-Cavite)
2017	Professional Development Certificate with Honors

SKILLS



tasking