



# 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

**Mobile** + (63) 9668421276  
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## REFERENCE

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

## EDUCATION

- Jan 2021** Ezra Firestone - Smart email Marketing (Klaviyo) Training Course
- 2012-2016** Lyceum of the Philippines University - Cavite Campus  
Bachelor of Science in International travel and tourism management
- 2015** IMAGE AND SKILLS ENHANCEMENT Training
- 2014** American Hospitality Academy (Online Campus)  
Hospitality Professional Certificate

## WORK EXPERIENCE

- JAN 2020-PRESENT** Facebook Moderator & Shopify customer chat and email support, Marketing content creator
- Review and manage Facebook ads.
  - Locate and create adjustment order in Shopify.
  - Generate leads through Facebook outreach and direct messaging.
  - 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 - Feb. 2020** Passenger Service Agent - Eva Air, Philippine 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

