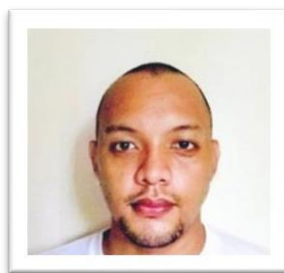


Remie Jonathan A. Biñan



A: Block 1 Lot 11 Phase 1 Villa Purita
Subdivision, Minglanilla Cebu 6046

M: +63 991 359 0318

E: Remie.Binan20@gmail.com

OBJECTIVE

Top performing Customer Service Lead with 8+ years of experience in providing online and virtual support in sales, report and data analysis, troubleshooting, customer support and team handling looking to obtain employment as a Virtual Assistant in a growing company with a challenging environment.

EDUCATION

Tertiary:
BS Computer Science
University of Cebu
2010- 2014

Secondary
University of Cebu
2006-2010

Primary:
Mary Help of Christians
2002-2006

EXPERIENCE

2014- Present
Fusion BPO
Robinson's Cybergate Cebu, Fuente Osmeña, Cebu City,

201-2015
Office Depot
Customer Service Support
Boca Raton, FL 33487, United States

2015-2020
Office Depot
Team Supervisor
Boca Raton, FL 33487, United States

2020-2022
Jurys Inn
Report Analyst
Ballsbridge Dublin 4 Ireland

KEY SKILLS

- Excellent Customer Service and Communication Skills
- Highly skilled in troubleshooting and customer retention
- Excellent organizational skills
- Computer Savvy – Microsoft Office Applications
- Experienced in using CRM tools.
- Basic knowledge of video editing and graphic designing.
- Experienced in team management for 5 years

REFERENCES

[Available upon request.]