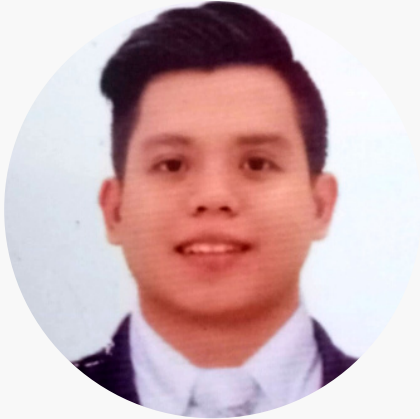


# LAWRENCE SATURDAY DE MONTEVERDE

## Virtual Assistant



+639153418911



saturdaydm8@outlook.com

## EDUCATION

Rizal Technological University  
Bachelor of Science in Accountancy  
2012-2015  
Mandaluyong High School  
2008-2012  
Mandaluyong Elementary School  
2002-2008

## SKILLS

- Effective oral and written communication skills
- Ability to multi task and time management
- Office Apps (e.g., Word, Google Docs, Excel)
- Computer Skills
- Editing Articles & Documents
- Critical Thinking Skills
- Strong Work Ethic
- Ability to handle pressure

## ABOUT ME

I am a virtual assistant with over 7 years BPO experience skilled in oral and written communication and negotiation techniques. Seeks to join an organization to provide a memorable experience for customers in any platform, as well as to build customer loyalty by leveraging interpersonal skills and offering top customer service.

## WORK EXPERIENCE

### Technical Support Representative

Sitel PH (December 2015 – July 2018)

- Worked as a Subject Matter Expert and shared product knowledge
- Provide product troubleshooting steps over the phone and set up tech visit appointment

### Customer Service Associate

Inspiro PH (August 2018 – December 2019)

- Handled customer programming package and equipment upgrade/downgrade
- Service retention with upselling

### Customer Service Associate

iBEX PH (February 2020 – August 2020)

- Package tracking over the phone
- Assisting clients processing lost/damage package claims

### Customer Service Associate

TDCX PH (October 2020 – December 2022)

- Providing assistance on client's ads approval and ads performance
- Monitoring and handling email tickets daily