



# LYKA GOROSPE

Ambitious and self-motivated individual with 3 years of professional experience as a Technical support representative. Dedicated and detail-oriented. Logistics Coordinator with proven expertise in Data Management, Contract Negotiation, and ensuring smooth shipper and carrier communication.

## CONTACT

✉ Lykambg@yahoo.com

☎ +639457720780

📍 #2 Lopez compound Karuhatan  
valenzuela City

## EXPERTISE

- CST/TSR
- General VA
- Social Media Marketing
- Critical Thinking
- Knowledge retention
- SEO
- Social Media Management
- Organizing Skills

## REFERENCES

Princess Delponso  
+6345274-747

Ronald Danque  
ronald.b.danque@sunlife.com.ph

## WORK EXPERIENCE

### TECHNICAL SUPPORT REPRESENTATIVE

November 2019 - 2022

#### Teletech

- Technical support representatives help customers troubleshoot issues with a piece of equipment. Tech support is also responsible for installing equipment, maintaining records of customer interactions, and collaborating with others to improve the company's system requirements. Communicate clearly and effectively with end-users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.

### SERVICE CREW | OKONOMIYAKI

Nov 2017 - May 2019

#### Mcdonlad's (JAPAN )

- Maintained high standards of customer service during high-volume, fast paced operations. Communicated clearly and positively with coworkers and management. Mastered point-of-service (POS) computer system for automated order taking. Handled currency and credit transactions quickly and accurately.

### Logistic Officer

January 2016 - August 2017

### SAN YANG INCORPORATION

- Organize transportation activities, including storage of goods, managing information accrued from point of origin to delivery, orchestrating transportation movements, and arranging for services, as necessary. Coordinate and track the movement of goods through logistic pathways.

## Language

- English
- Tagalog
- Japanese

### **Asian Institute of computer Studies**

Business Information Management

200-8- 2010

東京教育文化学院所沢校

2017 -2019

Language School

Date of Birth: 12/14/1991

30 years old

### **Sales Administrative**

May 2013 - November 2015

#### **Telecom Hub**

- Sales administrators receive and process sale orders online, or via phone and email. Their duties include checking the accuracy of orders and issuing invoices, maintaining sales records, and compiling monthly sales reports. They may also be required to liaise with other departments and research new product lines.

### **Administrative Officer**

March 2012 -January 2013

#### **Global Hospitality Placement Agency**

- To Manage agendas, travel plans, and appointments for upper management, support emails, letters, packages, phone calls, and other forms of correspondence, submit reports and prepare proposals and presentations as needed
-