

JOHN PAUL HERMOGENES

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 Philippines, Taguig City

ABOUT ME

Entry-Level Virtual Assistant with more than 8 years of handling administrative/technical tasks like, keeping clients information secure in CRM, managing emails and organizing appointment.

SKILLS

- Data Entry
- Follow up
- Personal Assistance
- Technical / Customer Support
- Scheduling
- Accounts Handling in CRM
- Social Media Support
- Canva, Basic Photo/Video Editing
- ServiceNow, Okta, Password Reset

EXPERIENCE

CUSTOMER SERVICE (B2C)

Trec Pacific Corporation

2015 - 2021

- Accounts and Billing Representative
- Disputes, Cold Calling, Soft Selling, Data Entry and Scheduling

I,T SERVICE DESK (B2B)

Infosys BPM

2021 - 2022

- Remote session/Dial in
- Password Reset, Unlocking laptop and desktop, Ticketing, Scheduling
- Collaborating with different teams to resolve customers issue
- Diagnose problems, Critical problem solving, Time-management,

EDUCATION

DIPLOMA OF COMPUTER TECHNOLOGY

Teksquad Institute of Information Technology

2013-2015

CERTIFICATE

REAL ESTATE COURSE

Completed 9 hours of Real Estate Virtual Assistant Course which includes Administrative tasks, Social Media Marketing, Listing Management, Transaction Coordination, CRM's apps.