

JHON REYNEL CRISTO

VIRTUAL ASSISTANT/CUSTOMER CHAMPION SUPPORT

A highly organized and detail-oriented virtual assistant and customer service representative with years of experience supporting busy professionals and teams. Skilled in managing calendars, handling email correspondence, performing data entry, and conducting research. Seeking to leverage my excellent communication, time management, and problem-solving skills to assist in streamlining operations and increasing productivity. Eager to contribute to the success of a dynamic team while providing high-level administrative support.

JOB EXPERIENCES

SALES REPRESENTATIVE/CSR

May 2020 - December 2024
Concentrix Daksh Philippines

- Actively reach out to leads and existing customers to understand their needs and provide personalized recommendations.
- Present product/service offerings in a compelling and clear manner to potential clients, highlighting their value
- Negotiate pricing and terms with customers to close sales, ensuring a win-win scenario for both the company and the client.
- Build and nurture long-term relationships with customers to encourage repeat business and referrals.
- Provide feedback to the marketing and product teams on customer insights, trends, and potential improvements.
- Consistently meet or exceed sales quotas and targets, driving revenue growth for the company.
- Maintain a deep understanding of product features and benefits

Virtual Assistant

June 2019- January 2020
Myoutdesk

- Admin task for different clients. Basic Excel Management.

EDUCATION

Bachelor of Arts in Secondary Education
Major in English
Bulacan State University (2016)

SOFT SKILLS

- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Effective listening skills
- Willingness to cooperate and work for the greater good
- Multitasking capabilities

TECHNICAL SKILLS

- CANVA
- MS EXCEL
- MS WORD
- MONDAY
- ZENDESK
- SALESFORCE
- POWERPOINT
- ADOBE EXPRESS
- TRELLO
- SLACK
- ZOOM
- CONVERGE
- GOOGLE WORKSPACE



JOB EXPERIENCES

TECHNICAL SUPPORT

November 2017 - January 2019

Inspiro PH Formerly SPI CRM

- Key Responsibilities:
- Customer Support: Provide timely and effective technical support to end-users through various channels such as phone, email, or live chat.
- Troubleshooting: Diagnose and resolve hardware, software, and network issues, ensuring minimal downtime for users.
- System Maintenance: Assist in maintaining and updating internal systems, ensuring all software and hardware are functioning properly.
- Documentation: Create and maintain detailed records

CONTENT WRITER

March 2016- March 2017

Freelancer.com

- Content Creation: Write compelling and original content for blogs, websites, social media, email newsletters, product descriptions, and more.
- Research: Conduct thorough research to ensure content is accurate, relevant, and up-to-date, supporting topics with credible sources and data when necessary.
- Editing & Proofreading: Edit and proofread content to ensure it's clear, well-structured, error-free, and adheres to brand voice and guidelines.

PRODUCT CARE PERSONNEL

June 2015 - November 2015

Memoxpress

- providing support for the Asia Pacific region, focusing on countries such as China, Japan, Australia, Korea, Singapore, Hong Kong, Malaysia, India, and New Zealand. It also includes supervising employees to ensure quality support, managing all returns of defective OEM products to and from the warehouse using FedEx, monitoring sales, technical, and customer feedback, recording meeting minutes, helping achieve weekly goals, and responding to all email inquiries.