



Christine Dianne Tenorio

Virtual Assistant

CONTACT ME

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📍 Cavite, Philippines

EDUCATION

Bachelor of Science in Information Technology

Saint John Bosco Institute of Arts and Sciences

2015-2017

SKILLS

- Excellent Communication & Client Relations
- Technical Troubleshooting & Support
- Sales & Product Knowledge
- Creative Problem-Solving
- Strong Attention to Detail
- Team Collaboration & Multitasking

WORK EXPERIENCE

Production & Sales Assistant

Jan 2023 - Oct 2024

DCX Ph

- Provided detailed product, promotion, and pricing information to customers, ensuring clarity and satisfaction.
- Handled customer inquiries efficiently, helping improve sales and retention.
- Assisted in production processes and inventory management, optimizing workflow.

Technical Support Representative

Sept 2022 - Dec 2022

Concentrix

- Addressed customer inquiries regarding products and orders, ensuring a seamless shopping experience.
- Handled complaints and escalations professionally, ensuring resolution and customer retention.
- Collaborated with internal teams to enhance customer service processes.

Customer Service Associate

Oct 2019 - Jul 2022

Amazon Operations Service Ph

- Addressed customer inquiries regarding products and orders, ensuring a seamless shopping experience.
- Handled complaints and escalations professionally, ensuring resolution and customer retention.
- Collaborated with internal teams to enhance customer service processes.

Client Relations Specialist

Jul 2017 - Apr 2019

Sykes Asia Makati

- Built strong client relationships to ensure satisfaction and loyalty.
- Provided solutions tailored to client needs, increasing customer engagement.
- Managed high volumes of client interactions while maintaining quality service.

PROFESSIONAL SUMMARY

A highly motivated and customer-focused professional with a Bachelor's degree in Information Technology. Experienced in client relations, customer service, and technical support, with a strong ability to resolve issues efficiently while providing excellent customer experiences. Adept at problem-solving, communication, and building lasting relationships with clients.