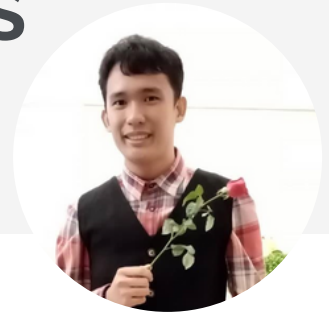





# THOMAS DYLAN NISPEROS

CUSTOMER SERVICE  
REPRESENTATIVE / VIRTUAL  
ASSISTANT



 09087268290  
 nisperosthomasdylan@gmail.com  
 18 ocampo compound burgos  
Rodriguez Rizal 1860,Philippines

## PROFILE

I am a qualified and professional customer service representative with 6 months of experience in handling chat, email and phone support; with 2 months experience as a VA in e-commerce using meta . Strong learning skills and can easily accomplish task at a given time.

## SKILLS

- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication skills in English language
- Can work under pressure

## EXPERIENCE

### VIRTUAL ASSISTANT E COMMERCE

Red Dragon  
2022-2023

- Answer customers inquiry through Meta Business Suite
- Uses Google sheets and Excel to record and check weekly sales
- Promoting the clients product via META business suite

### CUSTOMER SERVICE REPRESENTATIVE

Inspiro Relia INC  
2021-2022

- Handles customer inquiries via email, chat and Phone.
- Provides customer support in professional matter to meet customer satisfaction
- Analyze the customer's problem and offer the best solution and resolve the issue as soon as possible
- Use Genesys Phone and Citrix cloud software as Primary tool

## EDUCATION

### SECONDARY SCHOOL

Valley High Academy  
Year ended 2020

### BACHELOR OF EDUCATION IN SOCIAL STUDIES

University of Rizal System Rodriguez  
campus