



Laurice Banihit

Virtual Assistant

ABOUT ME

I'm confident in my ability to make anything I put in my mind to success. I work quickly, positively and efficiently because I love what I do. I'm extremely motivated, can learn swiftly and I have strong analytical skills.

CONTACT ME

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TRAININGS ATTENDED

Local and International E-commerce

Short Course Certificate
FHMoms Online Learning
Sept-Oct 2022

Content Writing 101

Short Course Certificate
FHMoms Online Learning
October 2022

Basic Project Management

Short Course Certificate
FHMoms Online Learning
October 2022

Getting Started with Web Design

Short Course Certificate
FHMoms Online Learning
November 2022

WORK EXPERIENCE

Client Manager/ Virtual Assistant

Nov 2022- Jan 2023

MOW NOW PTY LTD

- Doing outbound calls when necessary.
- Email Management/ Email Support.
- Ad hoc tasks as needed.
- Lead management; Answering queries thru SMS.

Customer Service Associate

Jan 2021-Jan 2022

FIS Global Solutions Philippines Inc.

- Answering incoming calls/inquiries of customers.
- Provide product and service information to customers.
- Resolve customer's complaints and doing outbound call when necessary.

Customer Service Representative

2017-2020

iQor Inc. Philippines - RMS Collections

- Answering incoming calls and process payments of customers.
- Document all call information according to standard operating procedures.
- Research required information using available resources.

EDUCATION

TESDA Certificate

Imus Vocational And Technical School
Computer Technology
May 2010- July 2010

High School Diploma

Bacoor National High School
2002-2006

SKILLS

- Computer Literate
- Ability to communicate with associates and customers.
- Ability to operate all necessary equipment to perform the job.
- Highly skilled in providing a timely, efficient and considerate customer service.
- Demonstrated ability to respond and resolve customer's request and concerns.
- Strong attention to details.
- Problem solving
- Time management

TOOLS AND APPS I USED

- canva
- amazon
- shopify
- etsy
- keepa
- dsers
- ebay
- viral launch
- oberlo
- amz scout pro
- Google Apps
- MS office
- trello
- CRM