

Dear Sir/Madam,

RE: Application for Executive Assistant/Virtual Assistant/Appointment Setter/Chat Support positions

I am applying for this job because I believe I am capable of doing this job diligently and I know I will excel and perform to a very high standard. I got a score of 7 in British IELTS.

I've been a technical/customer support for 9yrs..been engaging in inbound and outbound calls and sending emails to customers who needed support. I'm sure I can handle your tasks effectively.

Being a good communicator and collaborator, I am also the type of person who understands how important my performance in this role will be to the success of your business.

If given the chance, I will constantly seek to add value in my work to help your company succeed and be better and to ensure you see a positive return to your investment. I am eager to learn and very ready for trainings for the betterment of my performance.

I am available for an interview with short notice and can be contacted at any of my contact details below.

Sincerely yours,

Ma. Flora Elna G. Toriado

Mobile : +639691015335

Facebook: <https://www.facebook.com/flora.gasis>

Linkedin :<https://www.linkedin.com/in/ma-flora-toriado-229128246>

SKYPE ID: live:.cid.f20f0aceb91b4a8c

Whatsapp : +639156520548

Instagram: mafloelga



# Ma. Flora Elna Toriado

## My Contact

✉ toriado.flora@gmail.com

☎ +639691015335

📍 Iloilo, Philippines

🌐 LinkedIn:  
<https://www.linkedin.com/in/ma-flora-toriado-229128246>

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FB : <https://www.facebook.com/flora.gasis>  
IG: mafloelga

## Skills

- Data encoding
- Inbound & Outbound Calls
- Customer Support
- Interpersonal Skills
- Excellent English communication skills both oral & written
- Basic Graphic Design (CANVA)
- Keyword Research

## Education Background

University of San Agustin  
Bachelor of Science in Accountancy  
1996 -1997

University of San Agustin  
Bachelor of Science in Computer Engineering  
1997 - 2002

## About Me

Dedicated and detail-oriented person with 9 years of experience in customer and technical support. Eager to learn new processes and willing to be trained. Special interest in achieving the goals of the clients.

## Professional Experience

Sykes Asia Inc.  
(June 2006 – February 2015)

*Technical Support Professional – Service Delivery Manager/SDM (AT&T COE Provisioning)*

*May 2012 – Feb 2015*

*- Responsible for analyzing work MACDs (Move, Add, Change & Delete) voice and data requests*

*- Swivels the requests to appropriate Provisioning Vendors or Project Implementation Managers*

*- Responsible for tracking and following up the work progress and closing loop with the end – users*

*Technical Support Professional (AT&T Managed Internet Service)*

*June 2006 – December 2011*

*- Maintained a high rating of Customer Service and Satisfaction by providing technical assistance through inbound and outbound calls.*

*- Handles all incoming calls from customers and is responsible for either directly working a customer issue, or referring the customer to site technicians or other vendors.*

*Department of Public Works & Highways*

*Computer Operator II (EIA Dept. 2003 -2006)*

*Research on the area for the roads & bridges to be constructed*

*- Encode for documentation using Microsoft (Word, excel)*

*- Produce hard copies then bookbind and make several copies for different government agencies like DENR, Geosciences, etc.*