

ERASTHEO S. LAZARO

CUSTOMER SERVICE
REPRESENTATIVE / VIRTUAL
ASSISTANT



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Cupang, Antipolo City,
Philippines, 1870

🌐 erastheo.wordpress.com

SKILLS

- Strong English Communication Skills
- Customer Service Oriented
- Computer Literate
- Quick Learner
- Ability Working Under Pressure
- Team Player
- Multi Tasking Ability
- Negotiation Skills
- Professional Work Ethics

EDUCATION

BACHELOR OF SCIENCE IN ENTREPRENEURIAL MANAGEMENT

Polytechnic University of the
Philippines

2006 - 2012

ELECTRICAL TECHNOLOGY

Marikina Institute of Science &
Technology

2001 - 2002

PROFILE

As a customer service virtual assistant, I can be a key role in maintaining communication and keeping your customers happy while freeing up time in your day to focus on growing your business.

EXPERIENCE

VIRTUAL ASSISTANT - INSURANCE APPOINTMENT SETTER / COLD CALLER

Start Virtual - Remote

July 2023 - Present

- Call leads, gather and verify information
- Manage client calendar and look for available slot for the leads
- Set the leads an appointment with the insurance agent/broker

HEALTHCARE RECRUITER

Nationwide Therapy Group - Remote

September 2022 - April 2023

- Call, email, chat, or text with the potential candidates
- Prequalify and gather requirements from the candidates
- Match and submit candidates to the jobs

SOLAR APPOINTMENT SETTER / COLD CALLER

Work From Home Solar Network - Remote

August 2022 - September 2022

- Call customers and prequalify customers
- Verify or gather potential client personal information
- Set them up an appointment with our solar experts

EXPERIENCE

BILLING/TECHNICAL ADVISOR/SME

Acquire BPO - Remote

April 2020 - June 2022

- Assist customers with their billing concerns or issues
- Assist customers with their technical issues
- Assist agents with their concerns while assisting customers

CUSTOMER SERVICE REPRESENTATIVE/QUALITY ANALYST

Concentrix Corporation - Eastwood City, Libis, Quezon City

August 2013 - February 2020

- Assist customers with their product issues or concerns
- Assisted in different mediums (Email, Phone, Whitemail)
- Assuring agents' calls are within the company's quality standards.

INBOUND TELESales AGENT

Expert Global Solutions (EGS) - Mother Ignacia St., Quezon City

May 2013 - June 2013

- Answer customers calls and turn into sales
- Process customers orders
- Sell mobile plans to customers