

# Dexter B. Orlina

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## OBJECTIVE

Customer-focused and results-oriented professional with almost 14 years of experience in customer service, technical support, team leadership, administrative tasks, and virtual assistance. Proven ability to provide excellent customer service, resolve customer complaints quickly and efficiently, and troubleshoot and resolve technical problems. Expertise in Microsoft Office Suite, customer relationship management (CRM) software, and real estate software. Seeking a challenging position in a customer-centric environment where I can use my skills and experience to make a significant contribution.

## EXPERIENCE

### Wingman, Remote – VIRTUAL ASSISTANT

DEC 2022 – JUNE 2023

- Implemented a new job order management system that reduced processing time by 10% and eliminated the backlog of job orders.
- Served as the point of contact between tenants and contractors, providing updates on the progress of maintenance work and improving customer satisfaction.
- Secured bookings for cleaning services by contacting tenants and presenting them with options.
- Scheduled and organized virtual meetings, saving managers an average of 20 minutes per meeting.
- Developed and implemented a new reporting system that provides management with valuable insights into business performance and competitor trends.
- Recorded the timesheets of handymen for payroll and billing purposes, ensuring that employees were paid accurately and on time.
- Conducted regular audits of invoices to ensure accuracy and completeness

### ECE Consulting Group, Dumaguete City – Supervisor

DECEMBER 2019 – SEPTEMBER 2021

- Coached and evaluated chat support agents to improve customer service quality and efficiency.
- Conducted team meetings and outings to build morale and team spirit.
- Communicated team performance metrics and suggested areas for improvement.
- Reviewed chat transcripts for quality assurance and provided feedback to agents on their performance.

### **ECE Consulting Group, Dumaguete City – CSR**

JUNE 2019 – DECEMBER 2019

- Assessed customer eligibility for financial services by determining direct deposit eligibility and regular pay schedule.
- Handled customer complaints, including those related to account issues and changes to financial standing.

### **ECE Consulting Group, Dumaguete City – CSR**

JULY 2018 – JUNE 2019

- Provided phone and email support to ecommerce customers in the United States, assisting with product orders, tracking deliveries, and troubleshooting device issues.
- Maintained a high level of customer satisfaction by resolving issues quickly and efficiently.
- Coordinated with couriers to ensure timely delivery of products.
- Handled device aftercare, including troubleshooting, warranty claims, and replacements.

### **PACBIZ, Dumaguete City – CSR**

AUGUST 2017 – JUNE 2018

- Efficiently handled customer calls from individuals seeking to book a taxi in the United States, providing excellent customer service and resolving their concerns promptly.

### **VKPO – ACCENTURE, Tanjay City – Agent's Performance Communication Processor**

JULY 2014 – MAY 2017

- Served as the primary point of contact between Accenture clients and vendor partners in the Philippines and other international locations, managing communications and ensuring smooth collaboration.
- Developed and maintained a SharePoint site to distribute updates and information to other lines of business, increasing transparency and efficiency.
- Developed and implemented agent evaluations, tracked performance metrics, and generated forecasts for specific lines of business, driving continuous improvement and ensuring alignment with business goals.

### **ePLDT Ventus, Dumaguete City – TSR**

AUGUST 2010 – FEBRUARY 2014

- Diagnosed and resolved internet connectivity issues, providing technical support to customers on a variety of devices.
- Processed device warranty claims and replacements, ensuring that customers received prompt and efficient service.

### **Stream Global Services, Cebu City – TSR**

AUGUST 2009 – March 2010

- Conducted basic troubleshooting of hardware and software issues, with expertise in diagnosing and resolving wireless connectivity problems.

- Processed and issued replacements for peripheral devices such as keyboards, mice, and LAN cards, ensuring that customers received prompt and efficient service.

## Skills

### Hard Skills

Technical support

Data analysis

Reporting

Project management

### Soft Skills

Customer service

Communication

Problem-solving

Teamwork

Organization

Time management

## EDUCATION

**Negros Oriental State University, Dumaguete City** – *BS Information Technology*

June 2005 – March 2009

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