



LOVELIN G. BIWANG

Enthusiastic Administrative Assistant with expertise in anticipating professional needs and proactively identifying and resolving problems. Bringing proven ability to promote organization and availability through effective schedule development. Excellent customer service and conflict management skills.

Skills

- Management Skills
- Filing Assistance
- Office Administration
- Excellent Comm Skills
- Detailed Oriented
- Documentation and Control

Language

- English
- Filipino
- Cebuano

Educational Background

Bachelor of Elementary Education Major in Special Education
Xavier University-Ateneo de Cagayan
— 2009-2013

Professional Teacher (LET Passer)
Licensure Examination for Teachers
— January 2014

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Cagayan de Oro City, Misamis Oriental, 9000
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Career Summary

Client Support Officer | Quipper Philippines, Inc.
June 2022-September 2024

- Provided assistance and support to clients, particularly educational institutions, in effectively utilizing Quipper's products and services.
- Conducted training sessions, both in-person and remotely, to educate clients on how to navigate Quipper platforms and maximize their benefits for teaching and learning.

Chat Support (Razer Account) | Concentrix Services Corporation
September 2021-April 2022

- Respond to customer inquiries. Address customer queries via chat or email platforms.
- Technical support-troubleshoot hardware/software issues, provide fixes, and guidance. And inform customers about warranty terms, repair options, and RMA (Return Merchandise Authorization) procedures.

Administrative Assistant II | Department of Public Works and Highways
June 2017-March 2021

- Performed general office duties, including answering multi-line phones, routing calls and messages, and greeting visitors.
- Interacted with liaisons, contractors, suppliers and professional services personnel to receive orders, direct activities and communicate instructions.

Technical Support (Direct TV Account) | Teleperformance CDO | July 2016-February 2017

Values Teacher | Xavier University-Grade School
June 2015-April 2016

Market Researcher I Taking You Forward, Inc., Cebu City
July 2014 - May 2015

Admin Assistant @ College of Agriculture I Xavier University-Main Campus | November 2013 - March 2014