



PAUL ADRIAN MATIONG

Customer Service Representative
Virtual Assistant

About Me

An effective communicator with a passion for building strong rapport and delivering tailored solutions. A target driven, goal-oriented, and highly motivated individual who is looking for opportunities that can further hone my skills and would challenge my knowledge into being a great professional. Loves interacting with people, and possesses a positive attitude towards people to ensure success in the workplace.



+63 917 255 2538



padimationg1@gmail.com



Cainta, Philippines

LANGUAGE

- English
- Tagalog

SKILLS

- Organization and Time Management
- Communication
- Tech Savvy
- Research
- Adaptability
- Problem Solving
- Attention to Detail
- Customer Service
- Networking

EXPERIENCE

Virtual Assistant

Go with the Gecko - Australia

2021 - 2024

- Managing email correspondence and responding to inquiries.
- Scheduling appointment and meetings.
- Data entry and record keeping.
- Creating and maintaining spreadsheets, documents, and presentations.
- Travel coordination and booking arrangements.
- Answering and making phone calls on behalf of clients.
- Drafting and sending emails, letters, and other communication.
- Handling customer inquiries and providing customer support.
- Tracking expenses and income.
- Invoicing clients and processing payments.
- Basic bookkeeping tasks and financial record management.
- Adapting to additional tasks and responsibilities as requested by clients.

Customer Service Representative

Quantrics Enterprises - Philippines

2018 - 2021

- Identifying and troubleshooting customer issues and concerns.
- Resolving complaints and finding appropriate solutions to meet customer needs.
- Answering customer inquiries via phone and email.
- Providing accurate and timely information about products, services, policies, and procedures.
- Assisting customers with technical issues related to products or services.
- Providing step-by-step guidance to resolve technical challenges.



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EXPERIENCE

Customer Service Representative

TeleTech - Philippines

2017- 2018

- Handling customer inquiries and concerns during crisis situations, such as product recalls or service outages.
- Providing clear and accurate information to address customer concerns.
- Developing a deep understanding of products or services to provide accurate information to customers.
- Educating customers about product features, benefits, and usage.
- Providing customer support across various communication channels, such as phone, email, live chat, etc..
- Coordinating with other departments, such as sales, technical support, or billing, to address complex customer needs.

Technical Support Representative

StarTek - Philippines

2015- 2016

- Interacting with customers via phone, email, live chat, or other communication channels.
- Listening attentively to customer descriptions of technical problems and ask relevant questions to gather necessary information.
- Analyze and diagnose technical issues reported by customers to determine the underlying causes.
- Guide customers through step-by-step troubleshooting procedures to resolve technical challenges.
- Provide effective solutions, workarounds, or fixes to help customers resolve technical problems.
- Collaborate with colleagues and cross-functional teams to find solutions for challenging problems.



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EXPERIENCE

Customer Service Representative
Transcom Worldwide - Philippines
2014- 2015

- Provide accurate and up-to-date information about products, services, policies, pricing, and promotions.
- Identify and troubleshoot customer issues, complaints, or problems effectively.
- Find solutions that meet customer needs and align with company policies.
- Offer basic technical guidance and troubleshooting for products or services.

EDUCATION

University of Rizal System
Bachelor of Science in Information Technology
2008-2012

Queen Mary Learning Center
High School Diploma
2004-2008

REFERENCES

Mary Diane Austria
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