

MENNE LOU DELOS SANTOS GRATUITO

PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with over 8 years of experience as an Executive Virtual Assistant, Technical Support Specialist, Sales Expert, and Customer Service Associate. Proven track record in providing high-level administrative support, optimizing operational efficiency, and enhancing customer satisfaction. Adept at managing complex schedules, coordinating projects, and delivering tailored solutions in fast-paced environments. Strong technical aptitude with a solid background in troubleshooting and resolving issues, complemented by exceptional communication skills and a commitment to fostering positive client relationships. Seeking to leverage expertise in a challenging role that values initiative and innovation.



CONTACT

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📍 Block 2 Lot 4 Dictado Village,
Brgy. Market Area, Sta. Rosa
Laguna, 4026

EDUCATION

Polytechnic University of the
Philippines
Bachelor of Science in Business
Administration Major in Marketing
Management
June 2008 - March 2012

SKILLS

- Excellent communication skills
- Strong problem-solving abilities
- Customer-focused approach
- Ability to work well under pressure
- Attention to detail
- Team player
- Time management skills
- Proficient in Microsoft Office and CRM software
- Conflict resolution skills
- Adaptability
- Empathy and patience
- Multitasking abilities
- Strong organizational skills
- Ability to learn quickly and adapt to new situations
- Positive attitude and willingness to help others

WORK EXPERIENCE

Freelance

Executive Virtual Assistant

May 2024 - January 2025

Delivered administrative assistance to executives by overseeing schedules, arranging meetings, and coordinating projects to enhance operations and facilitate decision-making

Asurion

Technical Support and Sales Expert
March 2023 - May 2024

Assisted customers with technical issues and offered device insurance to close a sale.

Wells Fargo

Customer Service Associate

March 2022 - July 2022

Responsible for providing support and assistance to customers including answering questions, resolving issues and complaints, and processing orders.

IQor

Customer Service Representative

January 2020 - March 2022

Provided support and assistance to customers via inbound call. Main point of contact for customers and must ensure that their needs are met in a timely and professional manner.

Ttec (Formerly Teletech)

Customer Service Representative

July 2017 - December 2019

Provided support and assistance to customers via inbound call. Main point of contact for customers and must ensure that their needs are met in a timely and professional manner.