



# MITZ ERICKA TOLERAN

VIRTUAL ASSISTANT

## ABOUT ME

Hi, I'm Mitz, and I am a well-structured and dependable individual who builds strong and positive relationships with others. Driven by dedication, adaptability, and a strong eagerness to learn, committed to offering valuable support and contributing to the success of the team and organization

## CONTACT



**insikmitz@gmail.com**



**+639153286681**



**Consolacion, Cebu,  
Philippines**

## EDUCATION

### BACHELOR OF SECONDARY EDUCATION - MATHEMATICS

CEBU NORMAL UNIVERSITY

2017 - 2018

## WORK EXPERIENCE

### Technical Support Associate

**Accenture , August 2022 -Now**

- Ensure production systems are available and operating as defined in Service Level Agreements. Providing assistance in resolving employees' technical challenges while diligently documenting reported issues and their corresponding solutions.

### Teacher

**University of Cebu at Pardo and Talisay, Inc., April 2019- June 2022**

- Inspiring students to think critically, explore ideas, and utilize their knowledge in practical situations. Provided classroom assistance and classroom management followed by school policies, teacher guideline.

### Class Scheduler

**Airclass 1on1, April-July 2022 |Part Time**

- Ensuring teachers and students are assigned to appropriate courses at suitable times. Adjusting schedules when issues arise, such as overlapping classes or unavailable instructors. Assigning classrooms and facilities based on availability and requirements

## SKILLS

- Detail oriented
- Organizational Skills
- Adaptability and flexibility to changing situations
- Customer Service Skills