

REX ANTHONIE V. ABAN

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Professional Summary

Experienced and dedicated Virtual Assistant with over five years of expertise in administrative support, sales assistance, and operations. Adept at working efficiently under pressure, managing complex tasks, and delivering exceptional results. Skilled in customer service, technical support, and back-office operations, with a strong commitment to contributing to organizational success through discipline, teamwork, and innovation.

Additionally, I bring five years of experience in the BPO industry, specializing in technical support, billing, and customer service across both front and back-office roles. With a total of 10 years of diverse and reliable experience, I am well-equipped to adapt to dynamic environments and drive efficiency in any role.

Professional Experience**Traffic Force (Australia)**

General Administrator | Sales Assistant | Operations Assistant

October 2022 – May 2025

- Manage general administrative tasks, ensuring smooth day-to-day operations.
- Support sales and operations teams with efficient data management and reporting.
- Foster excellent communication and coordination across departments.

Delonix Teams

Virtual Assistant - General Administrator

December 2019 – September 2022

- Handled various administrative tasks, maintaining accuracy and timeliness.
- Delivered outstanding support for client operations, enhancing efficiency.

Accenture Inc.

Technical Support/Customer Service Representative

March 2015 – December 2019

- Delivered exceptional technical support for 3 years.
- Promoted to Billing Analyst/Back Office Support, specializing in data management and customer inquiries.

Sykes Asia Inc.

Customer Service Representative

April 2013 – February 2015

- Provided top-notch customer service, resolving client concerns promptly and professionally.

Teletech

Technical Support/Customer Service Representative

February 2012 – January 2013

- Provided technical support and customer service via phone and email
- Ensured prompt and professional issue resolution

Stream Global Services

Technical Support/Customer Service Representative

July 2011 – January 2012

- Handled technical support and customer service inquiries
 - Assisted customers with troubleshooting hardware and software issues
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Education

University of San Jose-Recoletos

Bachelor of Science in Computer Engineering (Undergraduate)

3rd Year Completed

Cordova Academy Cooperative School

High School Graduate

Skills

- Proficient in Microsoft Office programs (Excel, Word, etc.)
 - Basic troubleshooting for desktops, laptops, and internet connectivity
 - Strong oral and written communication skills
 - Highly organized with attention to detail
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Character References

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