



Jonathan Roque

Virtual assistant

I have 6 years of experience in Technical support, administration, and project management in different types of fields, from telecommunication companies to marine technology and airline services. Not only that, but I also have considerable experience in customer service as well as call center operations.

Contact

Phone

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Address

113 Libis Talisay st. Caloocan City

Education

2016

Bachelor of Science in Business Administration, major in HRDM
University of Caloocan City

Expertise

- Microsoft office
- Customer Service
- Technical Support
- Graphics design
- Human resource Developement
- Process Flows

Language

English

Filipino

Japanese

Experience

2021 - 2022

ENGINEER TECHNICAL SUPPORT, NAVICO BONIFACIO GLOBAL TOWER

Engineer Technical support

Assist in providing technical support for marine equipment such as radar, sonar, display units, weather modules and other marine equipment over the phone. Provides recommendation if unit needs to be sent to the warehouse for repair or replacement.

2020 - 2021

CUSTOMER SERVICE REPRESENTATIVE, INSPIRO MANDALUYONG.

Customer service representative

Assist in online purchases including and not limited to delivery information. Warranty and repair services for lost and defective items. Provide item specific details such as price, size quantity and color

2019 - 2020

CUSTOMER SERVICES REPRESENTATIVE, 24/7 INTOUCH PH. CUBAO.

Customer service representative

Assist in online purchases including and not limited to delivery information. Warranty and repair services for lost and defective items. Provide item specific details such as price, size quantity and color

2018 - 2019

ADVANCE TECHNICAL SUPPORT REPRESENTATIVE, TELEPERFORMANCE

Technical support representative

Troubleshoot mobile devices and internet routers. Provide general care support for billing and account information. Assist in product purchases and package upgrade. Provide warranty replacement

2017 - 2018

ACCOUNT ASSOCIATE, VXI GLOBAL HOLDINGS B.V. PHILIPPINES

Account Associate

Assist in overall account activities including and not limited to bill, personal account information. Assist in product purchases and provide basic troubleshooting

Reference

Barbara Fideles

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