



DAROLD AGUSTIN LAVETORIA

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Applying for the Position: Customer Service Representative

Objective: To secure a position in your company where I can apply my experience and best fit my qualifications and further enhance my values toward any responsibility I undertake to develop my knowledge and skills.

WORK EXPERIENCE

- **Live Chat / Phone / Email Support
and General Virtual Assistant - Freelance - (Digital Nomad)**

Kreated4U Limited

LiveAgent Software - January 2022 - July 2022

Part-Time

- **Live Chat / Phone / Email Support
and General Virtual Assistant - Freelance - (Digital Nomad)**

AC Perugia and European Football

Zendesk - January 2021 - October 2021

Part-time

- **General Administrative Virtual Assistant - Digital Marketing
Live Chat / Email Support - Freelance - (Digital Nomad)**

DonroyMerch - **Amazon Seller Central Account Manager**

Shopify, WordPress Store, and Real Estate Market

Freshdesk and Tidio Software January 2021 - March 2022 -Part-time

- **Customer Service Representative - Phone/ Chat / Email**

Sutherland Global Services - Tarlac City - Corporate

December 2012 to September 2020

Account - Amazon.com

Duties:

- Process refunds, changes, replacements, and cancellations of orders.
- Order fulfillment
- Provide product details and also give details on how to return the product
- Walk through customer how to place an order

- **Customer Service Representative - Phone / Chat**

Sutherland Global Services - Tarlac City - Corporate

Account - ESPN

- **Customer Service Representative - Phone**

Sutherland Global Services - Tarlac City - Corporate

August 2011 to April 2012

Account - H&R Block

- **Data Wiring Motor Part Specialist**

IWS-International Wiring System - Tarlac City - Factory

January 2011 to August 2011

Wiring Auto Parts Specialist

Data Wiring Motor Parts Specialist

- **Computer and Information System Specialist**

Nanox Philippines - Clark , Pampanga - Factory

March 2007 to January 2011

Computer and Information System Specialist

- **Accounting Assistant / Credit and Collection**

GLOBE TELECOM - Mandaluyong - Corporate

April 2004 to March 2007

Accounts Receivable staff

Credit and Collection / Bookkeeper

● **Accounting Assistant / Credit and Collection**

Starlite Cargo Express - Manila - Corporate

December 2003 to May 2004

Accounts Receivable Staff

Credit and Collection / Bookkeeper

● **Accounting Assistant / Credit and Collection**

Philippine Postal Bank - Dagupan City - Corporate

April 2000 to December 2002

Accounts Receivable staff

Credit and Collection / Bookkeeper

CTC - Bank Recon Staff

EDUCATIONAL BACKGROUND

➤ **University of Luzon**

Bachelor of Science in Accountancy BSA - Graduate

Dagupan, Pangasinan (2000)

➤ **Camiling Colleges**

High School Graduate

(1996)

➤ **Pao Elementary School**

(Pao 3rd, Camiling, Tarlac

(1990)

PERSONAL QUALITIES

Qualifications:

- Dedicated and Hardworking
- Good Attitude
- God-fearing
- Ability to Work Under Pressure.
- Time Management.
- Self-motivation.
- Strong desire to learn
- Versatile

SKILLS

- Customer Service Representative - Phone/ Chat / Email
- Live Chat Support
- Bookkeeper / Accounting Staff
- General / Administrative Virtual Assistant
- Product Researcher

LANGUAGE

- English
- Tagalog

CHARACTER REFERENCES

- **Rebecca Drew**

Kreated4U manager

London, England (+0845 299 3926)

- **Glenroy Donaldson**

DonroyMerch Owner and Manager

Florida, USA (+1 954 709 7638)

- **Mauro Costorella**

International Football - AC Perugia

Rome, Italy (+39 344 017 5195)

- **Jeanlyn V. Domingo, CPA&MBA**

Professor University of Luzon

College of Business of Accountancy

Dagupan City

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

DAROLD AGUSTIN LAVETORIA