

## WORK EXPERIENCE



# SHARMAINE FORMENTERA

## VIRTUAL ASSISTANT/CUSTOMER SERVICE

### CONTACT ME AT

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### PERSONAL PROFILE

Hi, my name is Sharmaine Formentera and welcome to my Video Resume. I've been working in a BPO industry for 6 years and during those years, I already handled different account like BOOST MOBILE, LG PHONES, NAVIENT and AIRBNB during those years I also handled various channels of communication like emails, voice and live chat.

### Lead Generation- Virtual Assistant Elite 1 Investment Group| Present

- Cold Calling: Individuals who haven't shown interest yet but fit your target demographic.
- Tailoring your communication to address the specific needs and interests of leads.

### Data Entry

#### Mariam Life Lending Inc.| 2024 of March

MIS - Management Information System

- Inputting information from various sources such as paper documents, spreadsheets
- Checking data for errors or inconsistencies and correcting them as needed
- Keeping records up-to-date and ensuring data integrity and security

### Customer Service Representative (AIRBNB)

#### Intouch CX| 2021 - 2023

- Handles complaint from Guest and Host
- Assisting in making new reservation for canceled reservations
- Managing Guest-Host interactions
- Ensuring solutions based on Airbnb Policy

### Collection Representative (NAVIENT)

#### TELEPERFORMANCE| 2019 - 2021

- Handles Inbound/Outbound calls
- Informing customers about delinquent account
- Helping customers to extend due dates

### Technical Support Representative (LG PHONES) Sitel Inc.| 2018 - 2019

- Helping customers to troubleshoot phones
- Helping customers to familiarize phone features
- Handling complaints
- Providing instruction for phone replacement

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## EDUCATION HISTORY

### **TERTIARY**

B.S HOTEL AND RESTAURANT  
MANAGEMENT

Institute of Creative Computer  
Technology

Cainta, Rizal | 2010 - 2011

### **SECONDARY**

Francisco P. Felix Memorial National High  
school

Cainta, Rizal | 2006 - 2010

### **PRIMARY**

Cainta Elementary School

Cainta Rizal | 2000 - 2006

## CERTIFICATIONS

TOP 1 AGENT FOR 2 CONSECUTIVE MONTHS IN SITEL INC.  
BEST SQUAD LEADER IN TELEPERFORMANCE INC.

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