



# Laarnie Jarabilo

CUSTOMER SERVICE SUPPORT &  
VIRTUAL ASSISTANT

## Hello, a bit about me

I am energetic, ambitious person who has developed mature and responsible approach to any task that I undertake, or situation that I am presented with. I am sincere with my work and I can finish the work given to me on time.

## CONTACT



+639154328041



live:jarabilolaarnie23



jarabilolaarnie23@gmail.com



<https://jarabilolaarnie23.wixsite.com/arniej>



@arniejarabilo



@arniejarabilo



[www.linkedin.com/in/arniejarabilo062317](http://www.linkedin.com/in/arniejarabilo062317)



<https://www.onlinejobs.ph/jobseekers/info/522312>

## CUSTOMER SERVICE SKILLS

- Maintains control while carrying on a phone conversation
- Strong problem-solving skills
- Clear Phone, Email and Live Chat Communication
- Able to work under pressure and overcome unexpected issue
- Empathy Ability
- Strong time management and prioritization abilities
- Proficiency in Microsoft Office, including Word, Excel, Outlook, and PowerPoint
- Fast, accurate data entry skills

## VIRTUAL ASSISTANT SKILLS

- Flexible Administrative Skills
- Data Entry and Product Listing
- Advertising, Sales and Marketing
- Internet Research
- Article writing and web management
- Expertise in Google products, Microsoft offices and other Virtual Assistant software tools

## INTERESTS



Travel



Writing Journals



Internet



DIY



Documentaries  
& Investigative Shows

## PROFESSIONAL SKILLS

Admin Assistant



Customer Support



Communication



Writing



Email Handling



Tutor and Teaching



## EDUCATION & TRAININGS



**Eulogio Amang Rodriguez Institute of Science and Technology**

Bachelors of Fine Arts

Major in Visual Communication

2010-2012



**Freshmind Montessori Colleges**

High School Diploma

2005-2009



**Summerwind skills Training Competency Center**

Finishing Course for Call Center Agents

NCII

2015



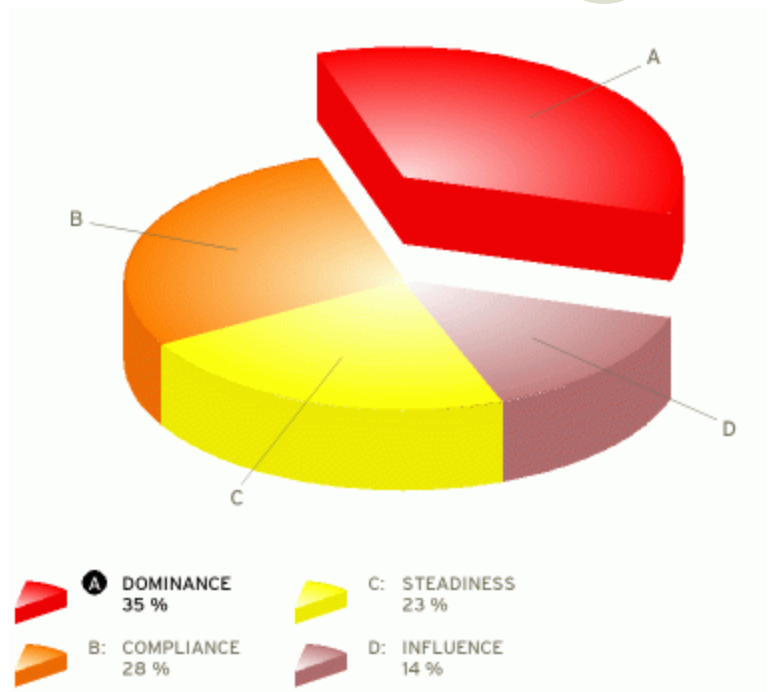
**Filipina Homebased Moms**

FHMoms Online University

Introduction to Online Freelancing

2019

## DISC PERSONALITY



# CUSTOMER SERVICE AND ADDITIONAL EXPERIENCE

CONVERGYS  
November 2017 - March 2018

## Customer Service Support Microsoft

I worked with Microsoft as a Customer Service Associate II. I assist users with their subscriptions and their accounts. Removing invalid charges and explaining restrictions and suspension. My main duties is to help customer with their concern and also educating them on how to handle their account. We do follow up by sending an email or giving a call for absolute resolution.

CONVERGYS  
August 2016 - January 2017

## Customer Service Support Macys

I was hired as a Probationary employee by Macys under Convergys. My job is to ensure customers who made orders online will not be a victim of fraud. By ensuring the card holder authorized or aware of a purchased online. We provide solutions and advice to better assist them.

Main Duties: Assisting customers from their cancelled order and educating them on how to have a safer shopping. Checking the fulfillment by following standard measures by a specific time only.

DSWD  
Department of Social and Welfare  
Development  
2016

## Data Entry Encoder Part-time

I worked as a part-time employee at a department of Government for their certain project. My main task is to encode sensitive information on their tools during a certain period of time. By that, you can count on my credibility and my time management

IQOR  
2015

## Customer Service Support DirectV

Resolving customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.

JOLLIBEE  
2014

## Cashier

Main duties include: Greeting customers, taking and delivering orders, assisting with food preparation, solving customer complaints, handling monetary transactions, and keeping the restaurant front area clean and well-stocked.

**Manager:** Jennifer Santos [jennifer.santos@convergys.com](mailto:jennifer.santos@convergys.com)  
**Supervisor:** Lhaine Tagle [lhaine.tagle@convergys.com](mailto:lhaine.tagle@convergys.com)  
**SME:** Kenneth Silva [kenneth.silva@convergys.com](mailto:kenneth.silva@convergys.com)