



JUN VERGEL TABLE

CUSTOMER SUPPORT VIRTUAL ASSISTANT
| OPERATIONS & ADMIN SUPPORT

CONTACT

☎ +639277028128

✉ jutable021@gmail.com

📍 B2 L10 Gilbert Street
Louisville Homes
Subdivision Cupang
Antipolo City Philippines.

EDUCATION

2011-2016

UNIVERSITY OF THE EAST-MANILA

- Bachelor of Science in
- Tourism Management

PORTFOLIO

<https://shorturl.at/LcqC9>

PROFILE

Customer Support Virtual Assistant with 8 years of experience handling multi-channel customer communication, booking and reservation support, administrative tasks, and coordination with international partners. Highly skilled in providing timely, professional support while maintaining accurate records and smooth daily operations.

WORK EXPERIENCE

- **Customer Service Representative & Operations Support Officer**
(Coda Lines Corporation) **2018-PRESENT**
- Handled customer inquiries via phone calls, SMS, WhatsApp, and social media platforms, ensuring quick, professional responses.
- Assisted passengers with ticket reservations, cancellations, and schedule inquiries, using the company's reservation system.
- Coordinated with foreign travel partners and responded to international client inquiries, maintaining clear communication and strong relationships.
- Communicated with partner agencies regarding reservation details and technical concerns through online and face-to-face coordination, ensuring smooth operations.
- Provided technical support for online bookings, working closely with the IT team to resolve system issues efficiently.
- Managed social media inboxes, responded to FAQs, and ensured timely and accurate communication with customers.
- Conducted cold calling for promotional campaigns, supported upselling services, and contributed to company growth.
- Maintained accurate records of customer interactions and escalated issues when necessary to ensure proper resolution.
- Demonstrated strong multitasking skills by managing multiple communication channels while ensuring a high level of customer satisfaction.
- Assisted with administrative tasks, such as data entry, document management, and scheduling, to support daily operations and enhance overall efficiency.

SKILLS

Customer Support & Communication

- Excellent verbal and written communication
- Handling customer inquiries via phone, WhatsApp, SMS, and social media
- Conflict resolution and problem-solving
- Active listening and customer empathy

Technical & Admin Skills

- Social media message and inquiry management
- Basic troubleshooting of reservation and booking systems
- Coordination with international partners
- Data entry and database maintenance

Tools & Platforms

- WhatsApp, Facebook Messenger, Email
- Google Workspace (Gmail, Docs, Sheets)
- Microsoft Office (Word, Excel, PowerPoint)
- Canva (basic design and social media graphics)
- CRM tools (basic)
- Reservation and booking systems

Additional Skills

- Strong time management and multitasking abilities
- Adaptable and quick to learn new software and systems
- Cold calling and lead follow-up
- High attention to detail