

DANILO C. BORINAGA, III

General Virtual Assistant / Customer Service Specialist

Profile Summary:

Experienced professional with a strong background in general virtual assistance and customer service. Proven expertise in web research, effective team management, and providing top-notch customer service.

Skills:

- WEB RESEARCH
- TEAM MANAGEMENT
- PROJECT MANAGEMENT SKILLS
- COMMUNICATION SKILLS (Verbal & Written)

Experience:

Company: **WING ASSISTANT**

Duration: August 2023 - January 2024

Position: **TEAM CAPTAIN/LEADER**

- Manage a mini-team
- A daily check-in with VAs including Support, Motivation, and Occasional Coaching sessions
- Tools Used:
 - Discord
 - Google Meet
 - Google Spreadsheet
 - Google Docs

Company: **NOELLE RANDALL COACHING**

Duration: October 2022 - July 2023

Position: **GENERAL VIRTUAL ASSISTANT**

- Call leads to confirm appointments
- Monitor and Answer email inquiries
- Monitor and Answer SMS inquiries
- Monitor and Answer Community Platform inquiries
- Monitor and Answer Support Team inquiries
- Moderate/Co-host Zoom class and check for students attendance
- Join Client Events
- Tools Used:
 - Gmail
 - GoHighLevel CRM
 - Zoom
 - Slack
 - Telegram
 - Google Spreadsheet, Google Docs.

Company: **AMAZON**

Duration: September 2021 - September 2022

Position: **SUPERVISOR / TEAM LEAD**

- Handled macro teams making sure that they provided
- excellent customer service
- making sure that agents pass the monthly metrics by doing
- Making Daily performance Report
- Joining Client meetings
- Tools Used: [Amazon Tools](#)

Company: **AMAZON**

Duration: March 2021 - September 2021

Position: **SUBJECT MATTER EXPERT**

- Explaining policy implementation to fellow team members.
- Getting management approval or approving alterations in rules, procedures and policies.
- Tools Used: [Amazon Tools](#)

Company: **AMAZON**

Duration: September 2020 - March 2021

Position: **CUSTOMER SERVICE REPRESENTATIVE**

- Delivering timely, accurate and professional customer service to Amazon customers
- helping solve problems such as: locating a package; returning an item; or assisting a delivery driver to get a package to a customer on time
- Tools Used: [Amazon Tools](#)

Company: **ARTS & CRAFT MANUFACTURING**

Duration: June 2016 - March 2020

Position: **ADMINISTRATIVE ASSISTANT - ASSISTANT GRAPHIC ARTIST**

- Handling data entry, managing documents, organizing files, and assisting with general office duties
- Scheduling Appointments, Answering Phone calls, order Entry.
- Involves understanding design principles, collaborating with creative teams, and utilizing graphic design software to produce layouts for print or digital media
- Tools Used:
 - [Gmail](#)
 - [Google Docs](#)
 - [Google Spreadsheet](#)
 - [Photoshop](#)
 - [Corel Draw](#)

EDUCATION

School Name: **AGUSAN NATIONAL HIGH SCHOOL**

(High school)

Year 2010-2014

School Name **CARAGA STATE UNIVERSITY**

AB-Sociology

Year 2016- 2022