# 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:
  - o Gmail
  - GoHighLevel CRM
  - o Zoom
  - Slack
  - o 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:
  - o Gmail
  - Google Docs
  - Google Spreadsheet
  - Photoshop
  - o Corel Draw

#### **EDUCATION**

School Name: AGUSAN NATIONAL HIGH SCHOOL

(High school) Year 2010-2014

School Name CARAGA STATE UNIVERSITY

AB-Sociology Year 2016- 2022