

# VALERIE KAYE AGUSTIN

Virtual Assistant

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## CAREER SUMMARY

I used to be a working student with experience in many different areas, from customer service, including retail, call centers, ESL tutoring, country clubs, and even government office works. I'm used to balancing work and school, so I know how to manage my time and get things done on a deadline. I'm comfortable using different software and following strict rules. I am a fast learner who is looking to use my communication skills to help your team stay organized.

## WORK EXPERIENCE

### Customer Service Representative

October 20, 2025 – April 20, 2026

#### xTool

- Communicate the company's products and services to customers through phone call, email, and live chat. Consistently achieved above minimum conversion rate requirement along with sales target.
- Utilize company's various websites/applications/tools: Lark(Feishu), D2V, Zendesk, xPilot, Shopify, Clicklease, Knowledge base (AI), etc.

### Seasonal Retail Specialist

September 22, 2025 – October 18, 2025

#### Uniqlo

- Effectively contributes on achieving store daily, weekly, and monthly goals by maintaining the store and the products to be presentable to customers, offer assistance, monitor sales, and submit reports (customer feedback, security concerns, sales progress, stocks, maintenance, etc.) through minimal supervision and personal strategies.

### English as Second Language Tutor

September 22, 2025 – October 18, 2025

#### A&J E-Edu Academy.

- Tutored foreign students (Korean, Japanese, Taiwanese, Arab, Mongolian), mostly finished their learning camp as top students.
- Managed interactive group class including 4–6 students with different nationalities.

### Tiong San Mid-Year Bonanza Sales Representative

May 30, 2025 – June 08, 2025

#### Tiong San Baguio

- Introduce a new brand of sweets products (Oxford Distribution Inc.) during the mid-year sale.

### Christmas Village Character/Marshal

November – January: 2022, 2023, 2024

#### Baguio Country Club

- Providing fun and experience as nativity and theme character to Christmas Village visitors.
- Assist visitors, crowd control, maintains security, cleanliness, and impose the clubs rules and regulations.

### College Internship

June – July 2024

#### Office of the Provincial Agricultural and Biosystems Engineer Mt. Province

- Assisted in a project site validation for agricultural irrigation project. Includes survey on waterways, area of beneficiary, community consultation, and water source assessment.
- Assisted on project planning, computer aided drafting (AutoCAD), project costing using government's Detailed Unit Price Analysis for Program of Works and Approved Budget for the Contract

## **Special Program for Employment of Students**

**July : 2022, 2023**

### Tuba Benguet Local Government Unit

- Designed certificates for student athletes awardees, assisted in providing residents necessary documents (Certificates, Cedula's, tax-exemption, etc.), organizing local government data, assisted in local government level cases hearings

## **Clerk Cashier**

**January 07, 2021 – May 25, 2021,**

### Super Value Inc. SM City Baguio

- Balanced high-volume transaction processing with inventory management and administrative upkeep in a fast-paced environment.
- Maintained precise inventory records and point-of-sale (POS) data, ensuring digital stock levels matched physical inventory.

## **EDUCATION**

### **Bachelor of Science in Agricultural and Biosystems Engineering**

#### Benguet State University.

**August 2021 – May 2025**

## **SKILLS**

- **Communication:** ESL Teaching, Call Handling, Professional Writing, Chat Support
  - **Omnichannel Support:** Proficiency in handling Inbound/Outbound Calls, Live Chat, and Email Ticketing systems (Zendesk, xPilot)
- **Soft Skills:** Adaptability, Time Management, Conflict Resolution
- **Software:** MS Office 365, Google Workspace, Zoom/Skype, etc.