

ZAIRRAH P. LAURENTE

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PROFESSIONAL SUMMARY

Customer Service and Logistics Virtual Assistant with 4+ years of experience in customer support, dispatch coordination, shipment tracking, logistics operations, and business management. Experienced in handling customer communication, delivery scheduling, supplier coordination, and day-to-day operations for a construction supply business. Trained in freight logistics and dispatch operations, including load posting, carrier communication, TMS navigation, FTL, LTL, and drayage coordination. Skilled in CRM tools, ticket management, and administrative support with a strong focus on accuracy, efficiency, and customer satisfaction (CSAT). Equipped with a reliable remote work setup and flexible to support global time zones.

CORE COMPETENCIES

Logistics & Dispatch:

Freight Quoting
Load Posting
Shipment Tracking
Dispatch Coordination
Carrier Communication
FTL, LTL & Drayage Coordination
DAT Load Board
Truckstop
TMS Navigation
Track & Trace

Customer Service & Administrative Support

- Customer Support
- CRM Management
- Ticket Management
- Email Support
- Chat Support
- Phone Support
- Billing Resolution
- Dispute Resolution
- Data Entry
- Documentation Management
- Calendar Management
- Inventory Management
- Google Workspace

PROFESSIONAL EXPERIENCE

FREIGHT LOGISTICS & DISPATCH OPERATIONS TRAINEE

D'Freight VA (Priority1) | May 2026 – Present

- *Prepared freight quotes based on market rates, shipment requirements, and lane availability.*
- *Posted and managed loads using DAT Load Board and Truckstop.*
- *Coordinated FTL, LTL, and drayage shipments while communicating with carriers and customers.*
- *Monitored shipment status and provided real-time tracking updates.*
- *Maintained accurate load information within TMS platforms.*
- *Assisted with carrier sourcing, dispatch scheduling, and shipment coordination.*

OPERATIONS MANAGER I SELF-EMPLOYED

3R'S Hardware and Construction Supply | Sept 2024 – Present

- *Oversee daily business operations, inventory management, logistics coordination, and customer service.*
- *Manage 30–50+ customer inquiries daily through phone, chat, and social media platforms.*
- *Coordinate delivery schedules and order fulfillment for construction materials and hardware supplies.*
- *Maintain sales, inventory, expense, and supplier records using spreadsheets and digital tools.*
- *Resolve customer concerns, delivery issues, and order discrepancies while maintaining strong client relationships.*
- *Support procurement activities and supplier coordination to ensure inventory availability.*

SALES DEVELOPMENT REPRESENTATIVE

Boldr. Impact August 2024 - December 2024 (TZ Insurance)

- *Conducted outbound and inbound calls to promote insurance products and educate clients on policy benefits*
- *Performed needs analysis to recommend suitable plans, including Medicare A & B*
- *Maintained detailed records of customer interactions in CRM systems*
- *Collaborated with team leaders to improve outreach strategies and conversion rates*

CUSTOMER SERVICE ASSOCIATE II - CONSUMER

FIS Global Solutions April 2022 - May 2023 (VESTA AT&T & Vodafone UK)

- *Handled 60+ daily customer interactions across phone, chat, and email channels*
- *Resolved billing issues, disputes, and fraudulent transactions in compliance with company policies*
- *Processed payments, refunds, and account adjustments with high accuracy*
- *Ensured SLA compliance and maintained strong customer satisfaction scores*
- *Documented all interactions and case updates in the CRM system*

CUSTOMER SERVICE REPRESENTATIVE

TELEPERFORMANCE NOVEMBER 2019 - OCTOBER 2020 (NETFLIX)

- *Provided multichannel support (phone, chat, email) for account, billing, and technical concerns*
- *Troubleshoot login issues, playback errors, and device setup problems*
- *Assisted customers with subscription management, refunds, and account recovery*
- *Verified customer information to ensure account security and data privacy*
- *Maintained accurate documentation of customer interactions in CRM systems*

TECH PROFICIENCY

CRM & Customer Support

HubSpot

Zendesk

Freshdesk

Ticket Management

Multichannel Support

Logistics & Dispatch

DAT Load Board

Truckstop

Transportation Management Systems (TMS)

Shipment Tracking

Dispatch Scheduling

Load Management

ATA Updates

Productivity & Administration

- Google Workspace (Docs, Sheets, Slides, Drive, Calendar)
- Microsoft 365
- Notion
- Data Entry
- Documentation Management
- Spreadsheets

Communication & Collaboration

• Slack

• Zoom

• Google Meet

• Loom

• Calendly

• Email Support

• Phone Support

AI & Automation

- ChatGPT
- Gemini
- Notion AI

Design & Content

- Canva
- CapCut
- Adobe Express (Basic)

EDUCATION

Bachelor of Industrial Technology

Eastern Visayas State University
Tacloban City, Philippines | 2017

Diploma in Teaching

Leyte Colleges
Tacloban City, Philippines | 2018

Licensed Professional Teacher (LET Passer)

Professional Regulation Commission (PRC)
Philippines

CERTIFICATIONS

- Customer Service Skills - Allison - 2026.
- Email Marketing Certification - Hubspot - 2026
- Freight Logistics & Dispatch Operations Training (In Progress) | Priority 1

Dedicated Home Office | Dual Monitors | High-Speed Internet | Backup Power

Availability: Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones

LANGUAGES

English: [Fluent / Proficient]

Filipino: [Native / Fluent]