



Remote Professional | Customer Support • E-commerce • Recruitment Support

Davao City, Philippines
+63 938-195-1274 | mykz9072@gmail.com

PROFESSIONAL SUMMARY

Reliable and results-driven Remote Professional with 10+ years of experience in customer support, e-commerce operations, recruitment, and administrative support. Currently working in recruitment for a US-based caregiving company, handling applicant interviews, onboarding coordination, and profile management. Skilled in managing high-volume communication, CRM systems, order processing, dispute resolution, and HR documentation. Strong ability to work remotely, improve workflows, and deliver efficient, client-focused support.

CORE COMPETENCIES

- Virtual Assistance & Remote Operations
- Recruitment & Applicant Screening
- Interview Coordination & Onboarding Support
- Customer Support (Email, Chat & CRM)
- Inbox & Calendar Management
- E-commerce Support (Shopify)
- Order Processing & Refund Management
- CRM & Ticketing Systems
- Data Entry & Reporting
- HR & Administrative Support
- Supplier & Client Communication
- Process Improvement & Documentation

TECHNICAL SKILLS

Customer Support & CRM Platforms:
Freshdesk | Zoho Desk | Jira | HubSpot | GoHighLevel | AxisCare

E-Commerce & Marketplaces:
Shopify | Amazon

Payment & Dispute Tools:
PayPal Resolution Center | Dropshipping Platforms

Recruitment & Operations Tools:
Applicant Tracking Systems (ATS) | HR Databases | Onboarding Systems

PROFESSIONAL EXPERIENCE

US-Based Caregiving Company

Virtual Assistant Recruiter | Recruitment Support Specialist
May 2025 – April 2026

- Conducted applicant screening and interviews for caregiving roles
- Assisted team lead with onboarding processes and documentation
- Updated and maintained applicant profiles and recruitment records
- Coordinated with candidates regarding requirements and application status
- Supported hiring workflow and ensured accurate tracking of applicant data

TABS (Part-Time)

Social Media Engager | Email Support
October 2023 – April 2026

- Managed TikTok chat interactions, ensuring prompt and professional responses.
- Handled high-volume customer emails, resolving inquiries efficiently.
- Monitored and responded to product reviews to maintain brand reputation.
- Tracked and reported customer feedback to improve engagement strategies.

OfficePartners360 (B2B)

Customer Service Representative | Data Analyst
October 2021 – May 2024

- Conducted product content outreach and supplier communications.
- Responded to supplier inquiries and updated product listings.
- Analyzed product data and maintained accurate content records.

Dream Bigger PTE LTD (E-Commerce)

Email Support | Administrative Assistant
March 2020 – March 2021

- Managed customer inquiries via email and phone.
- Investigated and resolved PayPal disputes and customer claims.
- Processed refunds and handled dropshipping operations.
- Identified product issues and reported malfunctions for resolution.

Teleperformance – Expedia Account

Customer Service Representative
December 2018 – March 2019

- Assisted clients with travel planning, bookings, and accommodations.
- Guided clients on destinations, transportation, and pricing options.

TEFL Recruitment Inc.

Human Resource Specialist
August 2016 – November 2018

- Managed end-to-end recruitment documentation and onboarding processes.
- Maintained and updated employee records and HR databases.
- Coordinated with applicants and internal teams regarding hiring requirements.
- Ensured compliance with company policies and employment standards.
- Supported administrative and reporting tasks for leadership.

VXI – AT&T Account

Customer Service Representative

October 2014 – March 2016

- Resolved billing disputes and service concerns.
- Processed payments and customer orders.
- Delivered product recommendations and account support.

Southern Philippines Medical Center

Cashier Staff | Teller

August 2010 – August 2014

- Processed payments and issued receipts/refunds.
- Managed daily cash transactions with accuracy and compliance.

EDUCATION

Bachelor of Science in Business Administration

Major in Business Management

University of Mindanao | 2002 – 2006

COMMUNITY INVOLVEMENT

Active member of a non-profit organization focused on community outreach and support for underserved areas. Committed to service, volunteerism, and making a positive social impact.

PERSONAL INTERESTS

Music enthusiast; enjoy playing guitar and singing. Passionate about building meaningful connections through creativity and service.