



MARK GIL L. MITO

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SUMMARY

Motivated and detail-oriented Virtual Assistant aspiring to build a career in freight and logistics support. Completed specialized Freight Virtual Assistant training focused on freight operations, documentation, shipment coordination, HS code classification, and CargoWise basics. Backed by previous work experience in administrative support, customer service, and data management, with strong communication, organization, and multitasking skills. Eager to support logistics teams, brokers, and business owners with reliable remote assistance while continuously learning and growing in the VA industry.

WORK EXPERIENCE

RRGS Global Solution – Auto Loan & Credit Card Collections Luzon, Visayas, and Mindanao

TELECOLLECTOR (CREDITCARD)

February 2018 – March 2020

- Contacted bank clients regarding delinquent credit card accounts
- Negotiated settlement offers to help clients close outstanding balances
- Explained account status, payment terms, and settlement options clearly and professionally
- Maintained accurate communication records and updated client information

ACCOUNT ASSOCIATE

March 2020 – August 2022

- Followed up with clients regarding overdue payments and past-due accounts
- Provided detailed payment computations and explained account balances
- Assisted clients in understanding payment verification and settlement processes
- Handled sensitive financial discussions with professionalism and empathy

Repossessor / Field Investigator (Probing)

August 2022 – February 2026

- Managed repossession processes for unpaid auto loan accounts
- Coordinated with clients regarding account status and legal obligations
- Assisted in processing and securing legal documents required for account closure
- Ensured compliance with company procedures and financial institution policies
- Conducted field investigations and account verification activities

EDUCATION

Bachelor of Science in Marketing and Management

PSBA (Philippine School of Business Administration)

June 2002

ADDITIONAL INFORMATION

- Tools: TMS Platforms, Load Boards, Freight Class Calculator, Google Workspace, MS Office
- Familiarity with industry terms: LTL, FTL, Intermodal, Drayage, HOS, BOL, Rate Sheets
- Availability: Full-time / Remote

KEY SKILLS

- Load Tracking & Scheduling (trained)
- Quoting & Rate Negotiation (trained)
- Carrier & Shipper Communication (trained)
- TMS Navigation & Data Entry
- Load Boards Research & Posting
- Freight Class Calculation
- Customer Support & Conflict Resolution
- Problem-Solving & Multitasking

RELEVANT TRAINING

Freight Courses 101 – 3 - Day Freight VA Challenge

- Learned fundamentals of freight brokerage, dispatching, quoting, and rate negotiations.
- Gained hands-on practice with TMS platforms, load boards, and freight class calculators.
- Trained in carrier lane specialization, broker-carrier agreements, and track & trace.

Training # 2

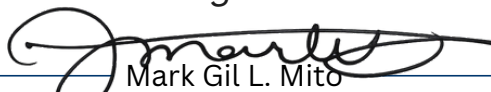
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CHARACTER REFERENCES

**Gerald Lasi - Manager The
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*I hereby certify that the above information is true and correct to the best of my
knowledge and belief.*


Mark Gil L. Mito
Signature over Printed Name