

ROBERT KAYPEE H. ROSALES



CONTACT

Laguna, Philippines
Contact No.:
(+63) 951 069 1055
Email Address:
kaypeehercerosales@gmail.com

EDUCATION

**Bachelor of Science in
Information Technology**
Laguna University
2019 to 2023

TRAININGS

Online Bookkeeping Training
Using Quickbooks
English Language Proficiency
Training
Basic Virtual Assistant
Training
Online Bookkeeping Training
Using Xero
Clairvoyance Training Center

OTHER PROFICIENCIES

Gmail | Google Chrome |
Google Drive | Google Teams |
Google Calendar | Canva |
Zoom | Google Docs | Google
Slides | Google Sheets | MS
Word | MS Excel | MS
Powerpoint | Quickbooks |
Xero | ChatGpt | Publisher

PROFILE

Results-driven and detail-oriented professional with experience in customer service, data encoding, and office administration gained through work at LTO Pagsanjan. Holds a Bachelor of Science in Information Technology from Laguna University and possesses strong technical, organizational, and communication skills. Equipped with training in QuickBooks and Xero bookkeeping, virtual assistance, and English language proficiency, demonstrating adaptability in administrative, financial, and digital support roles. Proficient in data management, customer relations, office coordination, and computer applications, with a strong commitment to accuracy, efficiency, and continuous professional growth.

CORE PROFICIENCIES

Transmission Tower Installation | Tower Line Construction | Power Line Maintenance | Electrical Line Troubleshooting | Tower Assembly & Erection | Cable Stringing & Sagging | High Voltage Line Work | Pole & Tower Climbing | Safety Procedures & Compliance | Preventive Maintenance | Line Hardware Installation | Insulator Installation & Replacement | Grounding System Installation | Use of Hand & Power Tools | Blueprint & Technical Drawing Interpretation | Team Coordination | Physical Fitness & Endurance | Risk Assessment & Hazard Prevention | Time Management | Problem-Solving Skills

PROFESSIONAL EXPERIENCES

Customer Service Representative

Data Encoder, Office Work,

LTO Pagsanjan - January 16, 2023 – June 30, 2023

- Assisted clients and visitors by addressing inquiries, explaining LTO processes and requirements, and providing professional customer service to ensure smooth and efficient transactions.
- Performed accurate data encoding, verification, and updating of customer information and records while maintaining confidentiality and attention to detail.
- Managed administrative and clerical tasks including filing, sorting, photocopying, printing, scanning, and organizing documents and office records systematically.
- Prepared, processed, and monitored various forms, reports, and documents related to daily office operations and customer transactions.
- Coordinated with staff members and clients to support office activities, schedule appointments, and ensure timely completion of assigned tasks.
- Assisted in maintaining organized databases, monitoring transaction records, and ensuring accuracy of encoded information and documentation.
- Handled incoming and outgoing documents, answered phone calls and inquiries, and directed clients to the appropriate departments or personnel.
- Supported daily office operations by maintaining cleanliness and organization of records, supplies, and workstations to improve workflow efficiency.
- Demonstrated strong communication, multitasking, time management, and problem-solving skills while working in a fast-paced office environment.
- Followed company and office policies, maintained professionalism in dealing with clients and coworkers, and ensured quality service at all times.

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Date of Submission

Hiring Manager

Position - Company Name

Company Address

Dear Hiring Manager,

I am writing to express my interest in the Virtual Assistant Bookkeeper position in your company. I recently completed my Bachelor of Science in Information Technology at Laguna University and have gained valuable experience in customer service, data encoding, and office administration during my time at LTO Pagsanjan. With my educational background, administrative experience, and bookkeeping training, I am confident in my ability to contribute effectively to your team.

My experience as a Customer Service Representative and Data Encoder allowed me to develop strong organizational, communication, and multitasking skills while handling office documents, maintaining accurate records, and assisting clients professionally. In addition, I completed training in Online Bookkeeping using QuickBooks and Xero, Basic Virtual Assistance, and English Language Proficiency at Clairvoyance Training Center, which enhanced my knowledge in bookkeeping processes, administrative support, data management, and digital office operations.

I am detail-oriented, adaptable, and eager to learn new systems and technologies. I am confident that my combination of technical knowledge, bookkeeping training, and administrative experience makes me a strong candidate for the position. I am highly motivated to provide reliable virtual assistance and accurate bookkeeping support while maintaining professionalism and efficiency in every task assigned.

I would welcome the opportunity to discuss how my skills and qualifications align with your company's needs. Thank you for considering my application. I look forward to the opportunity to contribute to your organization.

Sincerely,

ROBERT KAYPEE H. ROSALES