

BERNALYN LAGARIO

Detail-oriented and motivated professional with over 4 years of experience in customer service, seeking to leverage my communication and problem-solving skills in a Customer Service or Virtual Assistant role.

Proficient in handling multiple communication channels, including voice, email, and chat support, I aim to provide exceptional service, improve customer satisfaction, and contribute to a productive and efficient team environment.

Experience

CUSTOMER SERVICE REPRESENTATIVE II
TELETECH (TTEC)
November 18, 2025 - March 16, 2026
Food Delivery Account
Chat Support

EMAIL AND FOLLOW UP OUTREACH
NIMBUS SERVICES PTE LTD.
NOVEMBER 21, 2024 - PRESENT
LEAD GENERATION
FOLLOW-UP SPECIALISTS
EMAIL OUTREACH
PART TIME

CUSTOMER SERVICE REPRESENTATIVE
INTOUCHCX
OCTOBER 21, 2021- APRIL 24, 2025
Retail Account Blended
(Email, Voice and Chat) Full Time

Education

June 2010 - March 2013

Datamex Institute in Information Technology, Bachelor of Science in Information Technology

2 years course/Associate Degree

Skills

- Experience in retail
- Corporate sales account
- Teamwork
- Meeting deadlines
- Critical thinking
- Creativity Meeting

CERTIFICATIONS

2024: Agile Project Management
HP Life
Credential ID: 164bff52-f1e7-4a15-b98e-a21a215824ed
Certificate Links: (Click Me)

2024: General Virtual Assistance

- Data Entry
- Audio and Video Transcription
- Lead Generation (Manual and AI)
- Email Management Techniques
- Calendar Management and Appointment Setting

2021: NCII Contact Service Center Professional Career Institute
Finishing Course for Call Center Agent
CANETOWN COLLEGES OF THE PHILIPPINES

References

Available upon request