ARNOLD M. LAPIGUERA





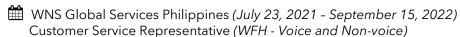
QUALIFICATIONS PROFILE

Proficient and thoughtful professional with a mindset to continuously excel in any field, eager to contribute to the fulfillment of the vision, mission, goals and programs of the organization.

Committed to promote excellence, impart knowledge and up-to-date information to my colleagues. Contribute to the group objectives and to utilize my abilities.

WORK EXPERIENCE

Associate-Ops



- Cathay Pacific Airlines (October 19, 2021 September 15, 2022)
- Expedia Relocation Services (July 23, 2021 October 16, 2021)
- ♥ WNS Manila Zeta Towers Bridgetowne C5 Road, Ugong Norte, Quezon City

Key responsibilities:

- Answering inbound calls, outbound calls, chat, and email support
- Checking the accounts of customers, identify the situation, and provide resolution
- Prepare reports and communicate the insights of these reports to the relative department
- Consult with the management team to handle the tough concerns
- Suggest solutions and improvements based on the above information

Freelancing

Silverlight Research Expert Network · Research Analyst / Part-time December 2021 - June 2022 · 7 mos.
Directly @directly.com - Microsoft Windows Expert

Key responsibilities:

- I have worked various part-time jobs, including customer service, tech support, real estate and tutoring students through freelancing websites and local job requests.

SKILLS

- * Personal
 - Adaptive
 - Good written and verbal communications

October 10, 2021 - November 16, 2021

- Teamwork and always present
- * Tools and Software
 - Microsoft Office, Google Suite, Trello, Canva, Zoom, Calendly, CRM Tools

EDUCATION

• Bachelor of Science in Civil Engineering

(2014 - 2020)

Palacan State University - City of Malolos, Bulacan

LICENSE

• Civil Service Exam Passer

August 20, 2023

Marcelo H. Del Pilar National High school - City of Malolos, Bulacan

TRAINING, SEMINARS AND WORKSHOPS ATTENDED

- 20-HR Free Training as a Virtual Assistant by Strategic Assistant Staffing (SAS)
 - Issued Jan 2024
 - **♀** Webinar Training via Google Meet
- General Virtual Assistant Skills Training by DICT
 - Issued Dec 2022
 - Municipality of Pulilan, Bulacan
- Test Dome Customer Service
 - Issued Oct 2020
 - https://app.testdome.com/cert/f0aa86fcd9c34d45b40009e27bcf9fef
- Seminar Techno Week

"Technology and Education in the Rise of a New Millennium"

- Ctober 11-15, 2016
- Bulacan State University City of Malolos, Bulacan

CHARACTER REFERENCE

- Mr. Dante Fontillas
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 - Team Leader, Cathay Pacific, WNS Philippines Quezon City
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 - +639561449681
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 - ▼ Team Manager, Cathay Pacific, WNS Philippines Quezon City