

ARNOLD M. LAPIGUERA



📍 1177 Apt-C, P. Sayo St., Paltao, Pulilan, Bulacan, 3005

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

- 📅 WNS Global Services Philippines (*July 23, 2021 - September 15, 2022*)
Customer Service Representative (*WFH - Voice and Non-voice*)
 - 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
October 10, 2021 - November 16, 2021

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*
- *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)

 Bulacan 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"


 October 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*


- **Mr. Edwin Tecson**

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 Sr. Associate, Cathay Pacific, WNS Philippines - *Quezon City*

- **Mr. Gerald Gazzingan**

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 Team Manager, Cathay Pacific, WNS Philippines - *Quezon City*