



VIRTUAL ADMINISTRATIVE ASSISTANT /
CUSTOMER SERVICE REPRESENTATIVE

CALVIN JOHN ESPINA TABAMO

GET IN CONTACT

ctabamo700@yahoo.com
ctabamo700@gmail.com

Mobile: +639473013476

Purok 2 Upper Lemon, Butuan City, Philippines

WORK EXPERIENCE

TRAVELLIANCE

MARCH 19, 2019 TO JUNE 15, 2020

- Freelance organizer of airlines, provides lodging and transportation management services
- Worked as a back office agent of ASL Airlines, Wamos Air, Norwegian Air, And GOL Aéreos Billing
- Helped to organize all communications, both internal and external, and organized 1000+ airline crews per day
- Took care of 50+ emails per day with a minimum of 20 trails for Travelliance, Airline Companies, Hotels, Food Caterers and Transportations.
- Handled company's credit cards for monthly finance audit

CONDUENT

APRIL 30, 2018 TO DECEMBER 11, 2018 / ORTIGAS, PASIG CITY, PHILIPPINES

- Customer service representative of a world class travel and tour company, Hotwire
- Facilitated clear communication between clients, workmates from tier 1 to tier 2 and the account management, directing 100+ calls daily
- Educating clients with their purchased, explaining do's and don'ts
- Handling customers complains with proper approach

SITEL PHILIPPINES CORPORATION

JUNE 19, 2017 TO APRIL 09, 2018 / ORTIGAS, PASIG CITY, PHILIPPINES

- Customer service representative of a world class telecommunication company, Comcast
- Direct external communication to proper channels, including 100+ daily telephone calls
- Upselling products to clients through proper education
- Handling complains, difficult customers professionally
- Explaining billing charges on their ledgers, receipts, debts and credits

PERSONAL PROFILE

Experience: 18 months in Customer Service Industry under 2 BPO Companies, 1 year and 3 months Back Office Agent under international contractor

Multi-talented: Strong management abilities, able to perform secretarial, team leader, assistant, and office management duties simultaneously.

Friendly and Welcoming: Possessing strong social skills and a great repertoire with management, clients, and visitors alike

Goal Oriented: Internalize organizational goals and apply best practices to assist in attaining those

SUMMARY QUALIFICATION

Extremely motivated and passionate in whatever I choose to do. Strong interpersonal skills and know how to handle and deal with different kind of people circumstances. Equally effective working independently and in cooperation with others.

EDUCATION HISTORY

1999 – 2005
PRIMARY

LEMON ELEMENTARY SCHOOL
LEMON, BUTUAN CITY, PHILIPPINES

2006 – 2009
SECONDARY

CARAGA STATE UNIVERSITY
AMPAYON, BUTUAN CITY, PHILIPPINES

2009 – 2013
TERTIARY

SAINT JOSEPH INSTITUTE OF TECHNOLOGY
MONTILLA BLVD, BUTUAN CITY, PHILIPPINES