



RICHARD B. PLATEROS

B S B A - M A R K E T I N G
V I R T U A L A S S I S T A N T

PROFESSIONAL SKILLS

Expertise in Customer Service
Email/Live chat Management
Quality Assurance
Customer Satisfaction
Training support
Team Management
Performance coaching
Dropshipping platforms (Amazon,
Shopify and Ebay)

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Fast learner
Motivated
Analytical thinker.
Detail oriented, able to multitask
effectively.
Flexible team player.
Results-driven achiever with
exemplary planning and
organizational skills, along
with a high degree of detail
orientation.
Innovative problem-solver
who can generate workable
solutions and resolve
complaints.

CONTACT

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SOCIAL

<https://www.facebook.com/richard.plateros>
<https://www.linkedin.com/in/richard-plateros-1aa353b1>

ABOUT

Experienced Customer Service Assistant Team Lead with a demonstrated history of working in the outsourcing/offshoring industry. Skilled in Customer Service, Customer Satisfaction, Leadership, Team Management, and Training. Customer Service Email/Live chat Management Social media moderation Quality Assurance

WORK EXPERIENCE

ACCOUNT EXPERT

AWESOME OFFSHORING DAVAO | APRIL 2018 - MAY 2019

- Takes inbound chats and emails assisting members in placing orders, returns and exchanges, order status, account cancellations, billing and other member account-related concerns.
- Meets KPI with at most 3 chats at a time; AHT of 6 mns and 4secs; CSAT/Stella rating of 90% and above and a QA/MAX grade of at least 90% by adhering to the call handling process and business policies and requirements to provide quality customer service
- Refunds/ billing and account specialist.
- Retention specialist
- Maintained up-to-date knowledge of product and service changes.

AMAZON THIRD-PARTY STORE MANAGER

AlohaLife Solutions LLC | October 2015 - January 2018

- Spearheaded a team of 10
- Trained new added people
- Recommending products to clients basing on their needs
- Answering calls and provide assistance to customers regarding their billing concerns.
- Listing(both piggy backing and new product listing),inventory, seller support reinstate,purchaser. All around amazon tasks.
- Providing client financial disposition
- Creating listing guidelines
- Creating sale sheet for day to day sales report

ESL TEACHER

51TALK | AUG 2015 - SEPT 2015

- English teacher to Chinese Students.

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V I R T U A L A S S I S T A N T

VIRTUAL ASSISTANT | CSR | ASSIST. TEAM LEAD
SixEleven Global Services | Oct 2011 - Oct 2015

- Virtual Assistant specialising secretarial, administrative and marketing stuff. Spearheaded a team of 10
- Trained new added people
- Outbound Telemarketer
- Order verification team leader
- Backend supervisor
- Strong leader of customer support staff.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Ebay customer support front liner
- Became part of an Elite Team handpicked by clients and took calls, emails and chats for the company's 12 brands
- Customer Service Representative for a multi-tasking account through chat, email, and phone.

EDUCATION

TERTIARY:
BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION,
MAJOR IN MARKETING MANAGEMENT
UNIVERSITY OF MINDANAO | 2014 - 2018
GRADUATE

SECONDARY:
BERNARDO D. CARPIO NATIONAL HIGH SCHOOL

PRIMARY
BUHANGIN CENTRAL ELEMENTARY SCHOOL

AWARDS

HIGH SCHOOL VALEDICTORIAN GPA: 97%
BDCNHS | APRIL 2010

BEST INTERN
KEAN CONCRET PRODUCTS, OCT. 2018

CHARACTER REFERENCE

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