



# ERICH LOU AVILA

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## PERSONAL PROFILE

I am an efficient manager who can help you run your business and hit your goals. A systematic, organized and highly motivated professional who values integrity and see to it that I always provide quality result.

## WORK EXPERIENCE

### Customer Support Lead / Store Manager

Upwork clients | May 2021- present

- Reporting directly to the CEO
- Monitoring the overall performance of the store
- Onboarding new hires
- Handling the agents and providing training

### Logistics and Supply Manager

Upwork client | August 2020- May 2021

- Sourcing and ordering products
- Work closely with company owners and packaging designer during the designing phase
- Working closely with FDA expert on FDA requirements
- Monitoring orders and delivery

### Customer Support

Chicmi, United Kingdom | May 2019 - July 2020

- Answering email queries from customers and brands
- Moderating comments on our site and helping answer questions for the community
- Researching new events and collecting details to add to the site
- Researching new brands and setting up profiles for them on the site
- Sourcing brand-friendly imagery and photography
- Helping moderate and manage our social media comments and posts

## CONTACT INFORMATION

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## SKILLS SUMMARY

- Project Management
- Team Lead
- Process Improvement
- Planning and Implementation
- Customer Satisfaction
- Medical Services

## EDUCATION

Dr. Carlos S. Lanting College  
Bachelor of Science in Nursing  
April 2009

Registered Nurse  
June 2009

## **Store Manager/Team Leader**

Gripped Fitness Audio, Australia | January 2018 - May 2019

### **Team Leader**

- Onboarding and training of new hires
- Reviewing and discussing the agent's KPI's
- Handling complex issues of customers
- Weekly catch-up with the team
- Coaching and mentoring of team members

## **Customer Service Representative (Tier 2)**

TELUS International Philippines | April 2015 - May 2017

- Providing general information about the products and services
- Answering escalated emails using Zendesk and Bliss
- Delivering quality customer care
- Developing strong customer relationship
- Providing quality response and complete resolution in the assigned response time

## **School Nurse**

Dr. Carlos S. Lanting College, Philippines | December 2011 - February 2015

- Assessing student's health condition
- Administering first aid to students and employees
- Providing health teaching
- Assisting the school physician during medical exams
- Monitoring and maintaining the availability of medicines and other clinic supplies
- Daily and weekly inventory of medicines and supplies

## **MEDICAL TRAININGS ATTENDED**

### **Philippine General Hospital**

Clinical Nursing Training  
June 2011 - December 2011

#### **Areas of Exposure**

- Emergency Room (3 months)
- Trauma Ward (1 month)
- Surgery Ward (1 month)
- Medicine Ward (1 month)

### **East Avenue Medical Center**

Volunteer Staff Nurse | April 2010 - May 2010

#### **Area of Exposure**

- Female Surgical Ward

Recognition recognition received:

**Top 2 among 50 candidates**