



*Margerie Lautan*

# MARGERIE EEDEN LAUTAN

## Virtual Assistant/Customer Service Representative/Appointment Setter

Motivated team player and aspiring Virtual Assistant with proven communication skills seeking to grow by knowledge of the E-commerce industry and use my conversational skills for the company.

### CONTACT

✉ margeeedenlautan06@gmail.com

☎ 09491431062

📍 Bulacan, Philippines

### SKILLS & EXPERTISE

- Strong Personality,
- Hard working
- Problem Solver,
- Tech Savvy
- Well organize
- Energetic,
- Self Motivate
- Independent and Passionate
- Creative
- Social Media Marketing
- Fluent in English

### REFERENCES

Patricia Corquera  
Team Leader  
09082421871

Jeremy De Guzman  
Operating Manager  
09474296818

### WORK EXPERIENCE

**CONCENTRIX** January 06,2023 July 2023  
 CSR/Healthcare Account

- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.

**APPOINTMENT SETTER** Sept.20 2021 to Nov. 4 2022  
 Cypress Bend Marketing

- Inbound/Outbound Calls
- Manage Sales Campaign
- Schedules consultations between sales staff and prospective clients.

**VA/CSR** January 2021 - August 2021  
 AMAZON/SHOPIFY/WALMART/EBAY/POSHMARK

- Product Listing, Assist in Managing Company Portfolio
- Manage Documentation of all Brand efforts,including naming design and vissual assets.
- Assisting on refund,replacement,cancellation.
- Tracking Claims

**BPO/CSR** March 2020 to Nov. 2020  
 24/7 In Touch Airbnb  
 HOTEL RESERVATION

- Manage Rebooking Assistance for the guest
- Mediate Host and Guest if their is having a concern
- Process Cancelation, Refund, Payment, Alterations
- Sending booking confirmation to guests after processing payments

**CONCENTRIX** September 2018 to February 2020  
 IT ADVISOR/CSR/Healthcare Account

- Collaborate with leadership and SMEs to determine existing technical capabilities and future needs
- Create comprehensive procedural roadmaps to implement successful technology migrations and adoptions

### EDUCATION

Perpetual Help College Manila  
Bachelor of Hotel Restaurant Management

2006-2008