

Allanbert B. Briones

abbrion.va@gmail.com • +639127693791 •
Sitio Banal, Wawa III, Rosario, Cavite, Philippines

SUMMARY

I bring precision, professionalism, and a proactive approach to managing your business and personal tasks. My expertise spans calendar management, email correspondence, data entry, research, and customer support. I excel in communication, ensuring smooth interactions and seamless integration into your workflow.

EXPERIENCE

*iQor Philippines - Creditone, **Financial Account CSR***
Apr 2023 - Jun 2024

- Resolved customer complaints efficiently, improving satisfaction and retention rates by ##%, by handling inbound calls regarding account inquiries, billing concerns, payments, and credit card services.
- Met and exceeded performance metrics, including call handling time, customer satisfaction scores, and first-call resolution rates, by assisting customers with account management, payment processing, and dispute resolution.
- Collaborated with internal teams to escalate complex issues and provide timely solutions to customers, maintaining a professional and empathetic approach while de-escalating difficult situations.

*Freelance, **General Virtual Assistant***
Jun 2024 - Jul 2024

- Managed calendar, email correspondence, data entry, research, and customer support, ensuring seamless workflow integration.
- Utilized Microsoft Office tools such as excel and powerpoint, also knowledgeable in google workspace tools and basic knowledge in HTML/CSS/JavaScript to assist in web development tasks, contributing to project success.
- Excelled in communication, enhancing team collaboration and customer satisfaction by 99%.

*Holcim - Lafarge Aggregates, **Security Officer***
Jul 2015 - Aug 2022

- Compiled and finalized incident reports, ensuring accuracy and thorough investigation, contributing to a safer environment.
- Monitored CCTV live footage, providing timely copies for administrative review, enhancing security measures.
- Maintained detailed records of daily deliveries and personnel attendance, ensuring operational efficiency and accountability.

*Century Park Hotel Manila, **Galley Steward***
Feb 2004 - Oct 2009

- Assisted cooks and prepared kitchen equipment, ensuring readiness for service and contributing to a smooth workflow.
- Conducted general cleaning of designated kitchen areas, maintaining a high standard of tidiness and operational efficiency, improving cleanliness by ##%.
- Operated various types of dishwashing machines, ensuring all kitchenware, plates, cutlery, goblets, and glasses were clean and ready for use in the function area.

EDUCATION

Imus Computer College
Applied Computer Science • 2023 - Present

LICENSES & CERTIFICATIONS

Installing and Configuring Computer System

TESDA Issued Aug 25, 2024

Microsoft Certified Application Specialist: Using Microsoft Office

Excel 2007 Microsoft • Issued Nov 2024

Tools of the Trade: Linux and SQL

Coursera • <https://coursera.org/verify/CUZV8P7QKE8D> • Issued Jan 2024

Connect and Protect: Networks and Network Security

Coursera • <https://coursera.org/verify/5WPEYDHUCY26> • Issued Jan 2024

Manage Security Risks

Coursera • <https://coursera.org/verify/98THQ7TQNUNF> • Issued Dec 2023

Leadership and Conflict Resolution - Strengthening the Human Firewall

Junior Philippine Computer Society • Issued Nov 2024

Certificate of Completion - Virtual Assistant

VA Training PH • SEC Registration No.: 2022110076324-06 • Issued Jul 2024

Certification of Membership

Philippine Computer Society • RIVA-07040046-0665 • Issued Aug 2024

Foundation of Cybersecurity

Coursera • <https://coursera.org/verify/JMEYFKDCVM6M> • Issued Dec 2023

SKILLS

Time Management • Confidentiality • Professional Email Communication • Customer Service and Support
• Social media management • Content Creation / Proofreading • Proficiency with microsoft office suite •
Proficiency with google workspace • Communication tools • Basic Knowledge in HTML/CSS/JAVASCRIPT,
C++