



Brian Lado

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SKILLS

- Technical Proficiency
- Multitasking Abilities
- Ability to work well under pressure
- Teamwork and Collaboration
- Record-keeping and following protocols

EDUCATION

ARELLANO UNIVERSITY

- Accountancy, Business, and Management
2014 - 2017

STI NAMEI

- BS Marine Transportation
2020-2023

SUMMARY

Reliable and detail-oriented Virtual Assistant with a strong background in Customer Support. Experienced in handling client communications, managing admin tasks, and using tools like CRM systems and email platforms. Known for excellent communication, multitasking, and delivering quality service in a remote work environment.

WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE AT CONCENTRIX

- As a Customer Support Representative (Email), I handled customer inquiries and concerns through email, providing timely and professional assistance.

INVENTORY CLERK AT JROSE GLASS & ALUMINUM

- responsible for tracking and managing the inventory of goods in a company. They ensure that stock levels are accurate, assist with stocktaking, update inventory records, and help with the ordering and replenishment of items.

ATTENDANCE MANAGER AT PLAYHAUS CATERING

- responsible for overseeing and managing employee attendance records. This includes tracking employee time, ensuring accurate reporting of work hours, managing leave requests, and addressing attendance-related issues.

COURSE DEVELOPER AT STI MARITIME TRAINING ACADEMY

- designs, creates, and organizes educational content for training programs or academic courses. I developed lesson plans, instructional materials, and assessments to ensure that the course effectively teaches key concepts.