

SHERWIN CUZON AGDON

Virtual Assistant | Customer Support | Administrative Support | E-Commerce
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PROFESSIONAL SUMMARY

Detail-oriented and dependable Virtual Assistant with 2 years of BPO experience at VXI Global Solutions, providing customer support, problem resolution, account assistance, and technical support in a fast-paced environment. Bachelor of Science in Information Technology graduate with strong computer literacy, attention to detail, and the ability to learn new tools and processes quickly.

Experienced in customer support, administrative assistance, e-commerce operations, Shopify, data entry, online research, documentation, and basic bookkeeping. Organized, reliable, and comfortable managing multiple responsibilities while communicating professionally with clients and customers.

CORE SKILLS

Services	Skills
- Virtual Assistance - Customer Service & Support - Administrative Support - E-commerce Operations & Shopify - Data Entry & Management - Email Management	- Online Research - File & Document Organization - Calendar & Task Management - Spreadsheet Management - Basic Bookkeeping - Communication & Problem-Solving

Tools & Software: Microsoft Excel • Google Workspace (Docs, Sheets, Drive, Gmail) • QuickBooks Online (basic) • Shopify

WORK EXPERIENCE

Customer Service Representative — VXI Global Solutions <i>Davao City, Philippines</i> - Provided professional customer support and handled high-volume inquiries in a fast-paced BPO environment. - Assisted customers with account, billing, service, product, and technical concerns. - Identified customer needs and provided accurate solutions while following company policies and procedures. - Troubleshoot issues, researched account information, and escalated complex concerns when necessary. - Maintained accurate documentation of customer interactions and resolutions; used multiple systems and applications while maintaining efficiency and accuracy. - Consistently followed quality, security, productivity, and customer service standards.	2024 – 2026
E-Commerce Virtual Assistant / Shopify Specialist <i>Freelance / Remote</i> - Supported day-to-day e-commerce operations and online store management. - Created, updated, and organized product listings and product information; managed Shopify store maintenance, product organization, and catalog updates. - Conducted product and competitor research to support business decisions. - Maintained accurate product information, pricing, inventory, and spreadsheets; handled order-related tasks and customer inquiries.	2023 – Present
Administrative Assistant <i>Freelance / Remote</i> - Provided administrative support to maintain organized and efficient daily operations. - Performed data entry and maintained accurate digital records and spreadsheets; organized documents, files, and business information for easy access. - Assisted with email communication, scheduling, and routine administrative tasks; conducted online research and gathered information as requested. - Managed multiple assignments while prioritizing urgent, time-sensitive tasks and maintaining confidentiality and accuracy.	2022 – 2024

EDUCATION & PROFESSIONAL STRENGTHS

Bachelor of Science in Information Technology Don Jose Eleo Memorial College Foundation San Jose, Dinagat Islands, Philippines • 2019 – 2022	- Detail-oriented and organized - Reliable and responsible - Fast learner - Strong customer-service mindset - Able to manage multiple tasks - Professional written and verbal communication
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