



SHADRACH G.

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

EXECUTIVE ASSISTANT

Athena | Mar 2025 – Sep 2025 (6 months)

- Provided high-level executive support to the President by managing complex calendars, prioritizing time-sensitive commitments, coordinating across departments, preparing meeting summaries and reports, and handling internal and external communications.

TECH ADVISOR

Concentrix | Mar 2023 – Jan 2025 (1 year, 10 months)

- Delivered technical support for mobile devices, resolving 90% of issues on first attempt, managing 60+ daily inquiries about billing, plan changes, device upgrades, and activations while maintaining 95% customer satisfaction.

SALES REPRESENTATIVE

XVI | Apr 2022 – Dec 2022 (8 months)

- Promoted and sold mobile plans, device upgrades, and value-added services, successfully assisting an average of 50+ customers daily, with a conversion rate of 75%, ensuring tailored solutions that enhanced user satisfaction and retention

ACCOUNT COORDINATOR

Sophi Dumaguete | Mar 2020 – Aug 2020 (5 months)

- Managed the end-to-end onboarding process for business owners and restaurant partners, ensuring a seamless and efficient sign-up experience through clear communication and process optimization.

TECH SUPPORT

Qualfon | Feb 2019 – Dec 2019 (10 months)

- Maintained a customer satisfaction rating of 95%, consistently delivering clear, concise, and effective solutions while providing professional, friendly, and customer-focused support

SKILLS/AREAS OF EXPERTISE

- Email Management
- Calendar Management
- Travel & Accommodation Arrangements
- Financial Statement Preparation & Reporting
- Administrative & Clerical Support
- Scheduling & Task Coordination
- Documentation & Record Management

TECHNOLOGY

- Canva
- Google Workspace
- Microsoft Office
- Adobe Premiere Pro
- Adobe Photoshop
- Adobe Lightroom

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