

Cyrus James Porras

Guest Experience Agent | Front Office | Customer Service | Virtual and Admin Assistant

CHUMPHON, THAILAND

AVAILABLE IMMEDIATELY

ENGLISH SPEAKER

Email Cyrus

+66 62 375 6472 (WhatsApp)

Personal Statement

Who I Am

Warm, calm, and service-oriented professional with **8+ years of experience** in customer service, client communication, and administrative coordination across international environments. Native English speaker with experience in multicultural, fast-paced workplaces. Currently learning Dutch ahead of relocation to Amsterdam. Fully available for morning, evening, and weekend shifts.

What I Bring

Known for a friendly and professional telephone manner, exceptional active listening, and the ability to handle guest complaints and compliments with composure and care. Passionate about delivering memorable guest experiences in luxury hospitality settings. Seeking work work remotely.

Key Competencies



Telephone Handling

Guest calls, multi-line screening, wake-up call processing



Resolution

Complaint & compliment handling with composure and care



Coordination

Guest request coordination, cross-team collaboration



Luxury Standards

Luxury service standards, CRM & records management



Communication

High-volume communication, professional telephone manner

T-Mobile USA — Customer Service Representative, Mentor & Assistant Team Lead

Jan 2017 – May 2018 | USA

Role Highlights

- Handled high-volume inbound calls resolving billing, account, and technical issues — consistently achieving **top-tier CSAT scores** across EST, PST, and CST time zones
- Screened and routed calls, managed escalations, and delivered accurate account and service information — directly mirroring front office telephone operations

Leadership & Recognition

- Mentored junior team members on call-handling etiquette, complaint resolution techniques, and service best practices, contributing to measurable CSAT improvements
- Recognized for reliability, composure under pressure, and professionalism in a high-volume, shift-based customer service environment

Remote Client & Administrative Roles (2021–2025)

Fortified Realty Group LLC — Virtual Assistant (Jan 2021 – Jan 2023)

Managed inbound/outbound calls via RingCentral multi-line system. Triaged **30+ monthly service issues**, coordinated client requests end-to-end, and served as first point of contact — maintaining accurate CRM records of all interactions.

Serhant — Administrative & Marketing Assistant (Jul 2023 – Aug 2025)

Central communication hub for **50+ active transactions**. Coordinated scheduling, appointment reminders, and time-sensitive follow-ups with zero missed deadlines. Maintained client CRM database with **100% accuracy**.

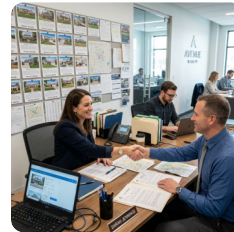
WORK EXPERIENCE

Government & Real Estate Experience



Barangay Secretary — BLGU New Rizal (Jun 2019 – Oct 2024)

Primary point of contact for **500+ families**. Managed all official correspondence, community requests, and public enquiries with a professional, calm communication style. Organized community calendar and produced accurate government records and reports.



Keller Williams & One Rent (2018–2020)

As Transaction Coordinator at Keller Williams, coordinated multi-party transactions from listing to closing. As Sales Development Representative at One Rent, conducted high-volume outbound calls and managed tenant enquiries using **Salesforce and HubSpot CRM**.

Education

Bachelor of Science in Information Technology

AMA Computer Learning Center, Philippines

Graduated April 2016

Awards & Recognition

- Academic Excellence Award
- Student Council President & Secretary
- Service Award
- Internship Award

Language Skills

CEFR levels: A1/A2 Basic | B1/B2 Independent | C1/C2 Proficient

Language	Listening	Reading	Spoken Interaction	Spoken Production	Writing
English	C2	C2	B2	C2	C2
Filipino	C2	C2	C2	C2	C2

Digital Skills

Office & Productivity

Microsoft Office Suite (Word, Excel, Outlook) | Google Workspace

Communication Systems

RingCentral (multi-line telephony) | Slack | Zoom | Microsoft Teams

CRM & Records

Salesforce | HubSpot CRM | AppFolio | Propertyware | DocuSign | Trello

AI Productivity Tools

ChatGPT | Claude (Anthropic) | Google Gemini | Microsoft Copilot | Notion AI | AI Tolls

Additional Information

Availability & Experience

- Fully available for **morning (AM), evening (PM), and weekend shifts**
- **8+ years** working in US and international remote environments across EST, PST, and CST time zones
- Comfortable in multicultural, diverse settings
- Nationality: Filipino | DOB: 1994

Hospitality Alignment

Deep appreciation for luxury service standards and the importance of every guest touchpoint — from the first phone call to the final farewell.
