I have read in your job posting that you your looking for a General Virtual Assistant. I believe that my qualifications do not fall short in the requirements that your company is looking for. I am writing to express my interest in and enthusiasm for the position that your company offers. I have been a technical support specialist for over three years now in one of the biggest BPO industry in the Philippines, Convergys. I have been engaged as well with a multitude of tasks that were assigned to me by my leaders and direct supervisors. I became one of the leads or subject matter experts in the account that our company outsourced. Below are some of our roles and responsibilities:

Ø  Resolve agents concerns about the issue of their customers (may it be through floor support or answering agent inquiries on our conference chat room)

Ø   Create necessary escalation tickets for issues that seem to be a dead-end for the agents to resolve.

Ø  Receive calls from agents or customers that require higher level expertise.

Ø  Request updates in our knowledge base tool for outdated information.

Ø  Conduct recursive trainings or refreshers to agents if updates on the scope of support are given by the client.

Ø  Edit/scrub payroll punches as per Supervisor/Team leader request and supervision.

Ø  Audit agents’ call(s) to ensure standard call handling procedures are followed and calibrated.

Ø  Run and extract survey data made by customers through our online database system.

Ø  Analyze and Make necessary corrections for incorrect service calls or tickets created by agents and provide quality coaching or feedback.

Ø  Call customers back to follow open cases or tickets.

Below are my response on the questions that you have presented:

1. What is your Skype name/contact info? Josh.parrilla24@gmail.com  
2. Are you available full-time? How soon can you start? Yes, I am available full time. I prefer to start in October but if demand asks, I can be available as soon as possible.  
3. Will you have another job? Are you going to school? No, I will not have another job and I’m not going to school.  
4. What is your desired “HOURLY” rate? (US dollars) $5/hour  
5. What kind of computer do you have? Do you have dual monitors? Hard drive storage? How much RAM? I have a Macbook Pro laptop. 500 GB Storage and 8GB RAM  
6. What is your internet speed? Do you have backup internet? 5mbps / Back up is Mobile Broadband (i.e globe tattoo, smartbro)  
7. Please provide links to your personal website if you have one as well as links to your Facebook and YouTube profiles.

Facebook: https://www.facebook.com/joshuaparrilla247

Youtube: https://www.youtube.com/channel/UCOHs78hzRLgKtF2t1l0a1UA?view\_as=subscriber  
8. On a scale of 1-10 with 10 being the highest, how do you rate your English speaking skills? 9  
9. On a scale of 1-10 with 10 being the highest, how do you rate your English writing skills? 8  
10. On a scale of 1-10 with 10 being the highest, how do you rate your typing skills? 8  
11. On a scale of 1-10 with 10 being the highest, how do you rate your EXCEL skills? 7  
12. On a scale of 1-10 with 10 being the highest, how do you rate your WORD skills? 7  
13. List the TOP 2 work related items you enjoy doing the most AND list the TOP 2 work related items you enjoy doing the least. Both items are required in your response.

Top 1: I love to solve difficult problems and I find it very satisfying once I find the solution to that problem.

Top 2: I seek alternative solutions to the current workarounds regarding any problems encountered because if plan A doesn’t work, there should always be plan B or plan C.   
14. Provide your most recent resume with experience/skills.[please see file in a separate document]  
15. Provide contact information for references, recommendations and any endorsements you have. Important, please note “reachable” references are a MUST as we will not interview or hire anyone without references that we can verify, contact and personally speak with. .[please see references in latest CV/Resume]

I am committed to give 40 hours/week of my time to accomplish the tasks that will be given to me. If you agree that my qualifications are a close fit to your needs, I would be delighted to meet with you to discuss strategies for expanding your market presence. In addition, I have attached in this letter my resume in PDF and Microsoft Word format.

I will be happy to answer any questions that you may have. In the meantime, you may reach me at 09953870542 or via email at [josh.parrilla24@gmail.com](mailto:josh.parrilla24@gmail.com). I look forward to our conversation.

Sincerely,

Joshua Parrilla