





Cathy M. Dela Cruz

General Virtual Assistant

## Personal details

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 Filipino

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## Skills

Problem-Solving & Conflict Resolution ●●●●●

Multitasking & Time Management ●●●●●

Data Entry & Record Keeping ●●●●●

Attention to Detail ●●●●●

Adaptability & Learning Agility ●●●●●

## Languages

English ●●●●●

## Education

Jun 2013 - Apr 2017

**Bachelor of Science in Business Administration (BSBA), Major in Management**

Cavite State University, Imus, Cavite

- Organizational Behavior, Business Communications, Time Management, Project Management.
- Participated in a business internship program where I assisted with administrative tasks and managed office schedules, gaining experience in office coordination.

## Employment

May 2021 - Jan 2025

**Customer Service Representative**

ZenithTech Solutions, BGC, Philippines

- Delivered high-quality customer service through phone, email, and chat, addressing client concerns and inquiries promptly.
- Managed customer accounts, tracked service issues, and updated records in CRM systems to ensure accurate and timely data.
- Resolved complex customer issues and complaints, demonstrating strong problem-solving abilities to improve customer satisfaction.

## Conferences

**Typing Mastery Training Program**

*Certificate of Completion, 2022*

- Completed an intensive typing training program focused on increasing typing speed and accuracy, achieving a typing speed of 70 words per minute (WPM) with 98% accuracy. This training has improved my efficiency in data entry, transcription tasks, and other administrative duties as a virtual assistant.

**Microsoft Office Suite Training Program**

*Certified Microsoft Office Specialist (MOS), 2023*

- Completed a comprehensive Microsoft Office training program, covering advanced features of Word, Excel, PowerPoint, and Outlook. This program enhanced my ability to create detailed reports, manage spreadsheets, prepare professional presentations, and effectively use email management tools—skills essential for a virtual assistant role.