

Rizzia B. Cadiz

(Virtual Assistant)

I am thrilled to apply for a Healthcare Virtual Assistant role at your company. With 16 months of experience in the BPO industry, I have developed a strong foundation in customer service, excelling in effective communication, resolving complex issues, and ensuring customer satisfaction. As a Subject Matter Expert, I was the primary resource for guiding customer service representatives, fostering collaboration, and providing swift solutions. My background has equipped me with the organizational and problem-solving skills needed to deliver exceptional support, and I am eager to bring this expertise to your team.



You may contact me here:
rizziacadiz814@gmail.com or 09928545817

Work Experience

SME(Subject Matter Expert) - DECEMBER 2023 - DECEMBER 2024

- 1. Serve as the primary point of contact for customer service representatives seeking guidance on complex or escalated customer inquiries.
- 2. Participate in regular meetings with the customer service team to share updates, address concerns, and promote effective communication.

CUSTOMER SERVICE REPRESENTATIVE (AUGUST-NOVEMBER 2023)

- 1. Assist policyholders in understanding their benefits, explaining terms and conditions.
- 2. Meet or exceed performance metrics, including but not limited to call resolution times, customer satisfaction scores, and quality assurance standards.

BACHELOR OF TECHNOLOGY AND LIVELIHOOD EDUCATION - SECONDARY (2023)

- 1. Prepares a Detailed Daily Lesson Plan, PowerPoint Presentation, and Instructional Materials
- 2. Coordinate with department heads and school heads
- 3. Attends weekly meeting and submit weekly reports to heads
- 4. Compute grades

Education History



Bachelor of Technology and Livelihood Education

Class of 2023

- Magna Cum Laude
- Consistent Dean's List Award
- Presidential Academic Awardee

Relevant Skills

- Excellent Communication Skills
- Computer Literacy
- Writings Skills
- Organizational Skills
- Leadership Skills

Volunteer Work and Affiliations

Bachelor of Technology Education Department Representative 2022-2023

- I interact with administrators and the student body to assist enforce policies.
- Carry out activities
- Producing reports

Staff assistant of EDM (Enfants Du Mekong) Scholarship 2019-2023

During this time, I was also granted tasks such as:

- Scholars President (2020-2021)
- Computer Manager (2021-2022)
- Library Manager (2022-2023)
- Logistics (2022-2023)

