

Allyzae Mae Gloria

+63 947 735 4817 · allyzaemaegloria@gmail.com
23 10th St. Central Signal Village, Taguig City 1637

VIRTUAL ASSISTANT | TECH SUPPORT | CUSTOMER SUPPORT

A result-oriented professional with a progressive, 9-year career in the virtual assistance, customer service, and technical support industry in a medium to large enterprise.

KEY COMPETENCIES

Technical proficiency	Adaptability	Strong interpersonal skills
Problem-solving skills	Critical thinking skills	Proactive and self-motivated
Attention to detail	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Freelance March 2021 - Present

Virtual Assistant

- Calendar Management: Scheduling, organizing, and prioritizing appointments and meetings.
- Email Management: Sorting, responding to, and organizing emails for maximum efficiency.
- Customer Service: Handling customer inquiries and providing timely, professional responses.
- Content Creation: Writing and editing articles, blog posts, and social media content.
- Administrative Support: Data entry, document preparation, and general office tasks.
- Research: Conducting online research and compiling information as needed.

Sykes Asia April 2019 - March 2021

Technical Support

- Provide customer support for Google Nest Thermostat installation, setup, and troubleshooting via phone, email, or chat
- Troubleshoot and resolve issues with thermostat connectivity and functionality.
- Help customers optimize thermostat settings for heating, cooling, and energy savings.

Convergys September 2017 - April 2019

Technical Support

- Provide support for Microsoft Office subscription services, including Office 365 and Microsoft 365, assisting with account management, billing inquiries, and subscription renewals.
- Troubleshoot and resolve problems related to installation, activation, and compatibility of Microsoft Office software on various operating systems, including Windows and macOS.
- Provide technical support and assistance to users experiencing issues with Microsoft Office applications such as Word, Excel, PowerPoint, Outlook, and Teams.

Concentrix June 2016 - July 2017

Technical Support

- Diagnose and resolve technical issues related to account management, billing inquiries, and service outages.
- Provide technical support to Bell Canada customers regarding telecommunications services, including internet, TV, home phone, and mobile.
- Educate customers on using Bell Canada services effectively, including features, plans, and self-service options available through the Bell website or mobile app.

Expert Global Solutions**June 2015 - June 2016****Customer Service Representative**

- Provide customer support for Barclaycard customers via phone, email, or chat, assisting with inquiries related to credit card accounts, transactions, and rewards programs.
- Assist customers with account management tasks, including account activation, balance inquiries, and credit limit adjustments.
- Resolve billing inquiries, disputes, and fraudulent transactions by investigating and providing timely and accurate resolutions.

McMary Food Corporation**January 31, 2014 - January 24, 2015****Service Crew**

- Greet customers in a friendly and welcoming manner, providing excellent customer service throughout their visit.
- Take accurate food and beverage orders from customers, using the POS (Point of Sale) system efficiently.
- Serve food and beverages to customers promptly and accurately, ensuring orders are complete and correct.

EDUCATION**Bachelor of Science in Computer Science**

Arellano University - Legarda, Manila

Expected Graduation: July 2025

Currently Enrolled
