

**RENEBETH B. NOPRE**

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# My English proficiency level : 9

# JOB OBJECTIVE: General Virtual Assistant/Customer Service Support

# LinkedIn Profile : <https://www.linkedin.com/in/renebeth-nopre-11335030?trk=nav_responsive_tab_profile>

# Upwork Profile : <https://www.upwork.com/fl/renebethn>

**PROFILE:**

Interested in serving and working with people from all walks of life. A friendly, highly energetic and enthusiastic individual with Good Communication skills, Able to multi tasked and willing to be trained for continuous learning

**EDUCATIONAL BACKGROUND:**

**Bachelor of Arts, Major in Psychology**

Universidad de Sta. Isabel and Ateneo De Naga University

Naga City

March 2002

**PROVIDE THE FOLLOWING SERVICES;**

\***Administrative Task** Human Resource/Recruitment

**\*Customer Service/Telephone Assistant (Phone, Email and Chat Support)**

**\*RESEARCH, Data Gathering and Data Entry**

\***Inbound and Outbound calling**

\*Familiar with computer applications( word, Excel, power point, outlook, publisher, PhotoScape, Google App, **Zendesk**, **ZOHO,SALESFORCE.com,Ontraport, Trello, Podio, Infutionsoft, BASECAMP**, Hootsuite)

\* Social Media Management: Wordpress, Facebook, LinkedIn, Twitter, pinterest

**JOB EXPERIENCE:**

**VIRTUAL ASSISTANT EXPERIENCES**

**Freelance Virtual Assistant (Various Clients From Australia, UK AND USA –Since 2007 to Present**

**Auspicious Arts Incubator Inc**

Part time Virtual Assistant /Client /Customer support (November 2016- To present)

**CSA Representative/Email Support ( July 2015 – June 2016 )**

**Of Wesley Virgin**

**-CSR/** Email Support

-Article writing

**Virtual Assistant/Phone Support January** SEO Architects from Canada

2015- December 2016

-Virtual Assistant

-Phone Support

-Research

**Starecruitment/WestGate Recruitment in AUS (2012- 2015)**

**-**General Admin Support

-Manage Staff/ Customer Support

- Manage Email and Database for SMS sending

**CaseGlide**

**General Virtual Assistant**

Florida, USA

-Manage and handle all the email

-Calendar Management

**Paintuncorked**

**Virtual Assistant/ Admin Support**

Maryland USA

* Manage Customers Database
* Customer Support : Email Support
* Use CimpleBox

**Email Support – BassGorilla.com**

Canada

* Using Zendesk as the primary tool to send and reply to emails
* Using Ontraport and MemberMouse to update customers info

**Customer Service Support/Telephone Assistant**

Australia ( Tender Center Australia)

-Manage Staff/ Telephone Assistants ( Lismore Tender Center and Toowoomba Tender Center )

**Tampa Commercial Real Estate**

Part Time Virtual Assistant- Data gathering and website update

**Stubby Holder Wholesaler**

Customer Service Support – Email Support

* Tools used: zoho, infutionsoft, podio

**Virtual Assistant- Atwellnessmatters**

Data Collection and Entry

**New Zealand Market Research – First Export**

Data Gathering and Entry

**Cosmetics Company- LovingTan**

Data Gathering and Entry

**Chiropractic Center In Malaysia**

**General Virtual Assistant** Homebased

August 2011- May 2013

\*Act as an Executive to the Managing Director

\*Administrative Task

\*Job Entails Recruitment/Hiring of Staff

\*Doing Researches, Gathering data, data entry and posting to all social media sites

\*Making Calls to USA and Malaysia

\*In Charged of all the Communication Letters

\*Answer Inquiries Via email, Phone and Chat

\*Wordpress(create Wordpress site and update website)

**Work At Home United**

**Virtual Assistant/Data Entry /Customer Service Rep**

Michigan USA

July 2011

\*Job entails posting advertisement to Craigslist, facebook, tweeter and other advertisement sites \*answer inquiries via email and make follow up calls to prospects

\*Enter Data to Excel file from PDF

**ServicePro.net**

**Pest Control Software Company**

**Virtual Assistant/Customer Service Rep/Technical Support**

January 2011- July 2011

The Service Pro.net is a product developed to help service industry professionals better manage their businesses and increase their profitability. Service Pro.net is an expert in software products, including account management and invoicing, marketing, dispatching/routing/scheduling, real time mobile, field data collection and customization software for any service type business.

\*Provide client support and technical issue resolution via E-Mail, phone, chat support and other electronic medium.

\*Configuration of client's equipment to connect to the Internet via modem/DSL Router (Dialup/DSL customers only).

\*Configure software to connect to Internet application servers.

\*Provide training to clients on how to use the software and applications as related to Internet and handheld device

\*Obtain general understanding of OS and application related to company offered services.

\*Identify, advise and Resolve issues of client by remotely accessing their computer through Turbo Meeting

\*Updates accounts of Clients

**AZ plumbing and Air Inc/Polo Dental USA FL**

**Customer Service Representative/Virtual Assistant**

**Telemarketing**

July – December 2010

AZ Remodeling and plumbing Corporation is one of the fastest growing full service Plumbing, Remodeling and Drain cleaning companies in the United States ( Florida and Texas Area)

\*Meet standards of companies

\*Work with Client and Customers

\*Receives Work Orders /Middle liaison between Clients and the workers or technicians, and whoever provide services and with the customer

\*set up appointments and delegate to technicians by properly dispatching the given Work order

\*call client and Customer to set and confirm appointments

\*follow up email/customer service

\*Survey Customer if satisfied with the service

\*Respond to customers inquiries’/update database of customers information

**Australian Employer**

**DATA entry / Virtual Assistant– part time basis**

June 2010

\*typing, transcribing and administrative tasks

\*provide secretarial, administrative, creative, or technical services online, such as phone,

e-mail, fax, to deliver services to clients

**AA Homeshoring**

**Customer Service Representative**

**Inbound, Outbound calling and Telemarketing**

April 2010- July 210

\*Make calls and Receive customer calls regarding products and services.

\*Investigate if services being offered to the customer is a need

\* Offer assistance and make them feel that the service/product being offered is a need that they must have.

**SOFTWARE HANDLED:**

Google Doc, Google Calendar, Gtalk, Skype, IE, Google Chrome, Firefox,

**SOFTWARE handled on Personal Interest:**Skype, Gtalk, Yahoo Messenger, AIM

**Customer Service Representative**

**Sutherland Global Services Philippines Inc.**

**Customer Service Representative/Telemarketing: McAfee Account**

December 2007 to January 2010

Sutherland Global Services is a multi-national technology-enabled BPO services company providing integrated Platform-based and Analytics enabled business-cycle support solutions for major Industry Verticals and global industry leaders.

\*Investigate what products and services the customer will need and convince customer that they need services and product.

\*Probing as to what they want and need and be able to present to them the benefits of the

Product and what may be the result of not having the product

\*Resolve customer queries, update customer information (name, phone, home add and CC info)

\*Handles inbound /outbound calls

\* Troubleshoot Minor technical Issues/like uninstalling and reinstallation of the anti virus software (McAfee)

**Teaching Experience:**

**Online English Teacher – CHINESE students/Professionals**

June 2012 – June 2013

* Create and Proofread Telephone English Curriculums for Students
* Teach English Vocabulary/phrases
* help Students with English Pronunciation

**Shanghai Hiknow Network Technology Company**

Room 1301 No.707 Zhangyang road Pudong, Shanghai

**July 2012**

* **Create Telephone English Curriculum of the School**
* **Teach English to Adult/professional Students**

**English teacher for korean (office based)**

**TEL ENGLISH SOLUTIONS Corp**

October 2006 – April 2007

Ortigas Pasig City PH

Shift 5am to 2 pm and 2-11pm 2nd shift

\*Calls student via phone - 10,15 minute phone classes using students textbooks

**\***help Students with English Pronunciation

**Psychology and Logic subject teacher**

June 2004- March 2005

Ago Foundation Colleges and Hospital

Concepcion Naga City