



ARNEL MAPA


VIRTUAL ASSISTANT



CONTACT ME AT

 vaarnelmapa@gmail.com

 +639471816049

 @arnel-mapa

SKILLS SUMMARY

- Social Media Manager
- Project Management
- Real State Cold Calling
- Data Entry
- Internet Research
- Email Marketing
- Lead Generation Specialist
- Graphic Design

PERSONAL PROFILE

A Virtual Assistant with years of experience in various tasks as a customer Service in Retail and healthcare . A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

Sutherland Global Service| November 9 2017 - May 15 2019

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.
- Managing heavy load administrative tasks with accuracy.
- Maintained a customer satisfaction rate of 95% for the entire duration of employment.
- Maintained positive work ethic and commitment to providing excellent service.

Concentrix | July 8 2019 – August 18 2021

- Team Productivity report
- Prepared detailed reports
- Organizes and plans for productivity improvement
- Managing Providers Claims , reviewing Authorizations and giving information about the members benefit coverage .

EDUCATION HISTORY

AMA Computer College
Bachelor of Science And Information Technology, 2011 - 2013

APPS & TOOLS

