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Professional Summary

A highly motivated and adaptable professional seeking a remote Virtual Assistant opportunity. With 14 years of comprehensive professional experience across various roles, including over 3 years in operations, team leadership, and strategic problem-solving, I am eager to optimize processes, provide comprehensive support, and drive organizational success for my clients. My diverse background spans customer service, technical support, sales, advertising, and digital marketing, making me a versatile and impactful asset to any team.

Skills & Expertise

- **Leadership & Operations:** Team Management, Performance Optimization, Coaching & Development, Strategic Problem-Solving, KPI Tracking, Process Improvement.
- **Digital Marketing & E-commerce:** Facebook & Instagram Ads (Facebook Blueprint Certified SME), E-commerce Onboarding (Shopify, Facebook, Instagram Shop), Advertising Support, Affiliate Marketing (TikTok Shop, Shopee).
- **Travel Planning & Customer Service:** International Client Support (Canada, U.S.), End-to-End Vacation Planning (airline tickets, hotels, car rentals, activities), Customized Itinerary Creation, Google Maps proficiency, Client-Centric Solutions.
- **Creative & Administrative Support:** Creative Editing (CapCut, Adobe Photoshop, Canva), **Comprehensive Technical Support** (Microsoft Office - Word, PowerPoint, Excel, Outlook; Windows/Mac OS), Email & Data Management (SharePoint, IMAP, PST recovery), Research & Problem-Solving (Microsoft Knowledge Base, Community), Data Entry, Bookkeeping, Accounts Payable/Receivable, Sales Reconciliation.
- **Core Competencies:** Adaptability, Communication, Multitasking, Quick Learning, 65 WPM Typing Speed (Touch Typist), AI and Automation Tools, Cloud Computing Services.

Key Achievements

- **Awarded Vanguard Award** – Q1 2022: Recognized as Top Performing Team Lead at TDCX Philippines for excellence across all accounts.
- **Enhanced Team Productivity:** Developed and implemented KPI calculations that significantly increased overall team productivity and individual output.
- **Subject Matter Expertise:** Served as a Facebook Blueprint certified Subject Matter Expert for Facebook & Instagram Ads, Business Manager, Ads Manager, Pixels, and Page management, providing critical support and guidance.
- **E-commerce Onboarding Facilitation:** Successfully assisted numerous clients with the Shopify, Facebook, and Instagram shop onboarding process.
- **Top Agent Recognition:** Consistently recognized as a Top Agent at both TDCX Philippines and Convergys Philippines.
- **Key Contributor to Training Programs:** Designed and facilitated relevant information, assessments, and case scenario solutions for the comprehensive Bootcamp Program, directly improving training efficacy.
- **Streamlined Financial Operations:** Managed daily bookkeeping tasks, including purchase orders, returns, exchanges, check vouchers, data entries, and sales reconciliation, ensuring smooth financial processes.
- **Proven Sales Excellence:** Achieved consistent recognition as a Top Sales Agent at Sitel Philippines and American Chat Link.

Project Highlights

1. TDCX Bootcamp: Agent Performance Turnaround

- **Managed bootcamp agents with an average performance of 40%, significantly below the 60% passing threshold.**
- **Approach:** Implemented a targeted coaching and development strategy focusing on individual strengths and weaknesses. This included facilitating focused short training sessions, conducting one-on-one coaching, transparently discussing key performance metrics, daily score tracking, utilizing individual strengths, and implementing motivational strategies.
- **Result:** The team not only surpassed the passing rate but emerged as the top-performing team across all bootcamp cohorts and even exceeded the performance of regular, tenured teams.

2. TDCX Special Team: Behavioral Transformation & Excellence

- **Led a special assignment to manage a team of tenured agents with documented behavioral challenges, a persistent issue for previous team leads.**
- **Approach:** Employed a comprehensive strategy focused on holistic team development and positive reinforcement. This involved enhancing product knowledge, actively building trust, conducting diligent behavioral observations, consistently acknowledging and rewarding improvements, and identifying talents for promotion.
- **Result:** Successfully resolved all long-standing behavioral and performance issues. The team achieved the status of the top team across all programs, directly contributing to overall business success. This transformation earned me the prestigious Vanguard Award – Q1 2022.

3. TRG: Pioneering Chat Support Team Launch

- **Role:** Instrumental member of the pioneering team responsible for the successful launch of TRG's inaugural chat support channel.
- **Contribution:** Played a key role in the establishment and optimization of the new chat support operations, contributing to its significant success and positive impact on business operations. This initiative marked a crucial expansion of customer support capabilities for the organization.

Work Experience

TDCX Philippines – Team Manager (August 2020 – July 2023)

Beyond leadership, I gained expertise in Facebook and Instagram advertising and page management while working as an agent at TDCX. With dedication and strong performance, I quickly became a Subject Matter Expert, further solidifying my expertise. My continued success and commitment to excellence led to my promotion to Team Manager, where I played a key role in driving team performance and operational improvements.

- Promoted to Team Manager in May 2021, managing team performance, coaching, and operational improvements.
- Consistently recognized as one of the Top Team Leads throughout tenure.
- Awarded the Vanguard Award – Q1 2022 as the Top Performing Team Lead across all accounts in TDCX Philippines, recognizing outstanding leadership and team excellence.
- Left the company in July 2023 as a Top Team Lead, maintaining high performance and leadership impact.
- Started as a Customer Service Associate, excelling in performance, and selected as SME backup within four months before becoming a regular employee.
- Awarded Top Agent for September 2020, just one month after training, due to outstanding performance.
- Former Subject Matter Expert in Facebook & Instagram Ads, Business Manager, Ads Manager, and page management, with Facebook Blueprint certification.

- Assisted E-Commerce clients with their online shop, Facebook, and IG Shop onboarding, issues, and account concerns.
- Recognized for strong analytical and strategic thinking, driving process improvements to enhance team performance.
- Contributed significantly to the Bootcamp Program, producing relevant information, assessments, and case scenario solutions for training purposes.
- Conducted one-on-one coaching, gap analysis, and performance improvement plans, turning underperforming individuals into high-performing team members.
- Facilitated assessments with written explanations and strategic approaches to various case scenarios, submitted to the training team for boot camp programs.
- Utilized data analysis to identify agents needing additional support and improvement, ensuring targeted coaching.
- Assessed will and skill-related behaviors to determine marginal performers and implemented structured improvement plans.
- Developed and shared KPI calculations to help agents understand and measure their performance effectively.

Convergys Philippines – Microsoft Answer Desk Technical Support

August 5, 2012 – December 5, 2015

- Top Agent in 2015, awarded a trip to Bohol for outstanding sales performance.
- Maintained perfect or passing scorecards, ensuring high-quality service.\
- Specialized in Microsoft Office troubleshooting for Mac and Windows for three years.
- Resolved error codes, installation issues, and software conflicts in Word, PowerPoint, Excel, and Outlook.
- Conducted remote troubleshooting via LogMeIn, resolving viruses, malware, and system errors.
- Used 12 tools simultaneously across parallel desktops to assist Windows and Mac users.
- Provided solutions for corrupted Office files, Outlook sync issues, mail servers, and compatibility problems.
- Quickly adapted to technology changes and excelled in customer support and upselling.

TRG Customer Solutions Philippines (Now IBEX Global) – Travel Specialist for Orbitz.com

February 4, 2011 – January 5, 2012

- Worked as a Travel Specialist for one year, handling bookings for hotels, airlines, and car rentals.
- Recognized as Top 1 in Quality Calls for six months and Top Agent for August.
- Assisted individuals and businesses in planning customized travel itineraries, ensuring the best destinations and accommodations based on client needs.
- Played a key role in launching the chat support option, and training new hires before transitioning back to voice support.

Sitel Philippines – Billing / Sales Representative, Bell Canada.

December 2009 – December 2010

- Consistently recognized as a Top Sales Agent for nearly a year.
- Ranked #1 in Quality Assurance for three months in 2010.
- Delivered strong sales performance and high-quality service, contributing to excellent company statistics.
- Assisted customers with billing, orders, disputes, payments, credits, and product inquiries.
- Effectively upsold products and services, enhancing revenue and customer satisfaction.

American Chat Link - Chat Sales Agent

Oct. 2008 – Oct. 2009

- Sold online Software, videos, and services.
- Became one of the top sellers for 6 consecutive months.

Alfonso Supermarket - Accounting Assistant

2005-2008

- Worked as an Accounting Assistant in a supermarket while pursuing a commerce degree.
- Handled daily bookkeeping tasks, including purchase orders, returns, exchanges, check vouchers, data entries, and sales reconciliation.
- Managed accounts payable and receivable, ensuring accurate financial records and timely processing of transactions.
- Assisted in inventory tracking, sales reporting, and cash flow management to support business operations.
- Gained well-rounded experience in a retail sales environment, collaborating with store staff to ensure smooth financial and operational processes.
- Computerized bookkeeping (Accounts Payable/Receivable, Journal Entries, Account Analysis, General Ledger, Purchase Orders, Receipts, Sales).

Employment History:

TDCX Philippines

August 2020 – July 2023

21 F - 26F Robinsons Cyberscape Gamma, Ruby and Topaz Road, Ortigas Center, Pasig City, Philippines

+632 8862 9500

Character Reference:

Cris Tantoco – Operations Manager

+632 9150961106

Convergys Philippines – (Now Concentrix)

August 5, 2012 – December 5, 2015

MDC 100 Building E. Rodriguez (C-5) corner Eastwood Avenue | Quezon City 1110

+632 717-4771

TRG Customer Solutions – (Now IBEX Global)

February 4, 2011 – January 5, 2012

3F Silver City Mall, Frontera Verde Drive Corner Julia Vargas Ave. Ortigas, Pasig City

+632 667-11-00

Sitel Philippines – (Now Foundever)

December 2009 – December 2010

One Julia Vargas Pasig City

+632 414-67-87

American Chat Link

ct. 2008 – Oct. 2009

12th floor Tycoon bldg. Pearl Drive, Ortigas Pasig City

Alfonso Supermarket (Now replaced as Super8; Same address)

2005-2008

Dr. Sixto Antonio Ave. Rosario Pasig

(Owned and managed by the same owner of A. Alfonso Specialist Hospital)

+632 571-33-29

Educational Background

Tertiary:

Pasig Catholic College
Bachelor of Science Major in Accountancy Malinao, Pasig City
2002-2006

Secondary:

La Immaculada Concepcion School Pasig City
1998-2002

Primary:

Prince n' Princess High School
Maybunga, Pasig City 1991-1998