



BONECCA KARA S. FRANCISCO

Virtual Assistant

A passionate and detail-oriented virtual assistant dedicated in helping entrepreneurs and businesses streamline their operations. With a background as a Jewelry Sales Manager and a Nurse, I thrive on organizing chaos and turning challenges into opportunities.



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Surigao City, Philippines

EDUCATION

- Bachelor Of Science in Nursing

SKILLS

- Communication Skills
- Organization
- Time Management
- Tech Proficiency
- Attention to Detail
- Customer Service
- Social Media Management
- Research Skills
- Adaptability
- Confidentiality
- Basic Graphic Design

TOOLS

- Trello
- Asana
- Google Drive
- Canva
- Capcut
- Gmail
- Google Calendar
- Calendly
- MS Word
- MS Excel
- MS PowerPoint

EXPERIENCE

Jewelry Sales Manager

Online Shop (May 2020 - June 2024)

- Delivered accurate and timely responses to customer inquiries, improving customer satisfaction scores by 30%.
- Managed daily sales operations, including maintaining up-to-date sales records and identifying trends through database analysis.
- Enhanced customer engagement through strategic social media promotions, leading to a 40% increase in online sales.
- Ensured timely delivery and accurate record-keeping, optimizing overall business efficiency.

Registered Nurse

Department of Health (August 2014 - April 2020)

- Managed inbound patient communications via phone and email, ensuring accurate data entry into Electronic Medical Records (EMR) systems, enhancing patient record accuracy by 25%.
- Coordinated with medical teams to update patient information, streamline communication processes, and support efficient workflow.
- Maintained compliance with HIPAA regulations, safeguarding sensitive patient information and contributing to a 98% compliance rate.
- Supported procedural tasks and patient care, demonstrating exceptional organizational skills and reliability in a high-pressure environment.