



# CATHY M. DELA CRUZ

CUSTOMER SERVICE REPRESENTATIVE

## CONTACT

+63 912 345 6789

cathy.delacruz.va@gmail.com

Philippines

www.cathyvirtualassistant.com

## SKILLS

- Customer Support & Email Handling
- Data Entry & File Management
- Calendar & Schedule Management
- Social Media Assistance
- Basic Graphic Design

## LANGUAGES

- English (Fluent)
- Filipino (Native)

## REFERENCE

Estelle Darcy

Wardiere Inc. / CTO

Phone: 123-456-7890

Email : hello@reallygreatsite.com



## PROFILE

A dedicated and detail-oriented professional with 4+ years of experience in customer service and a strong passion for organization, communication, and efficiency. Adept at handling customer inquiries, managing administrative tasks, and ensuring seamless business operations. Now transitioning into a General Virtual Assistant role to leverage strong interpersonal skills, time management, and problem-solving abilities in a remote work environment.



## WORK EXPERIENCE

### VeriConnect Solutions Inc. (2019 - 2023)

#### Customer Service Representative

- Handled an average of 50+ customer inquiries daily via phone, email, and chat.
- Maintained a 95%+ customer satisfaction rating through prompt and effective issue resolution.
- Assisted in training new hires, improving onboarding efficiency by 30%.
- Processed customer requests, complaints, and feedback to enhance service quality.
- Collaborated with different departments to ensure seamless customer experiences.

### SwiftAssist Business Solutions | Part-Time | 2022 - 2023

- Managed email correspondence and scheduled meetings, ensuring smooth communication between clients and executives.
- Created and maintained spreadsheets and reports using Google Workspace and Microsoft Excel.
- Conducted online research for business development and marketing purposes.
- Assisted in basic data entry and document organization, reducing processing time by 30%.

### NovaEdge Digital Services | Remote | 2021 - 2023

- Monitored and responded to customer inquiries and comments on Facebook, Instagram, and Twitter.
- Assisted in content scheduling and basic graphic design using Canva.
- Ensured brand consistency across all platforms, helping to improve customer engagement by 25%.



## EDUCATION

### Bachelor of Arts in Communication

University of Cavite | 2019

GPA: 3.9 / 4.0