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EXPERIENCE

INTELLIQUICK | REMOTE

GENERAL VIRTUAL ASSISTANT | AUGUST 2019 - APRIL 2024

Managed email correspondence, guaranteed swift and polished responses to clients. Handled administrative tasks, schedule/appointment coordination, managed calendars, and facilitated podcast guest appearances. Conducted internet research to gather relevant data, compiled comprehensive reports, and supported several projects.

RESPONSE LABS | REMOTE

RESEARCH | EMAIL SPECIALIST | CRM MANAGEMENT | FEBRUARY 2024 TO MARCH 2024

Handled simple webflow edit to create an online portal for investors to access company information. Crafted investment memos to explain and showcase essential company details, ensuring clarity and transparency. Researched online to source verified emails, business activities, and conducted comprehensive investment comparisons, to help investors with the insights for decision making.

BLUE MODO MEDIA | REMOTE

CUSTOMER SERVICE EMAIL SPECIALIST | SEPTEMBER 2023 TO MARCH 2024

Utilized Zendesk to identify diverse tickets, crafted responses tailored to address concerns accurately, upheld a positive customer experience, composed macros to enhance email efficiency without compromising quality.

CORD | REMOTE

SOURCING SPECIALIST | JULY 2021 TO FEBRUARY 2023

Conducted meticulous screenings and assessments on candidates' skills, qualifications, and cultural fit. Utilized LinkedIn Recruiter, to source promising talent and maintained a thorough understanding of the industry landscape to ensure our team remained equipped with top-tier talent to drive success.

SCHNEIDER ELECTRIC | ROSARIO, CAVITE

SERVICE SCHEDULER | FEBRUARY 2017 TO JULY 2019

Directed customer engagement to address their needs, service requests, streamlined processes for efficiency, and maximize productivity. Utilized scheduling tools to plan routes, resources, and monitored service orders, for seamless progress. Provided timely updates for clients and managed service appointments/maintenance tasks for a team of Field Service Engineers, to ensure smooth execution.

TASKUS | IMUS, CAVITE

EMAIL SUPPORT | DECEMBER 2015 TO FEBRUARY 2017

Responded promptly to customer emails, utilized Zendesk to manage messages, tickets, orders, and refunds. Collaborated with cross-functional teams to resolve complex issues to guarantee every interaction left customers impressed and content.

TELETECH | PASAY CITY

CUSTOMER SERVICE REPRESENTATIVE | OCTOBER 2007 TO NOVEMBER 2014

Managed a myriad of tasks in the online shop platform, handled inquiries, requests for mobile upgrade, new connections, number porting and disconnections. Provided customer support across multiple channels, from phone to email to chat, and ensured every interaction was documented meticulously.

EDUCATION

TRINITY UNIVERSITY OF ASIA

BS Psychology