

Jaira Reysadras T. Polvorosa

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OBJECTIVE

Versatile General Virtual Assistant with expertise in customer service, project coordination, and administrative support. Proficient in CRM platforms, email, chat, and voice communication, delivering efficient solutions that enhance customer experience and business operations.

CORE COMPETENCIES

- Customer Service & Support
- Project Coordination & Management
- Time Management & Multitasking
- Virtual Assistance & Administration
- Workflow Optimization & Process Improvement
- Data Entry & Documentation
- CRM & Ticketing Systems (HappyFox, Salesforce, etc.)
- Problem-Solving & Critical Thinking
- Leadership & Team Collaboration

TOOLS PROFICIENCY

- Microsoft Office
- Service Fusion
- Davinci Resolve
- Canva
- Google Workspace
- Salesforce
- Dispatch Science
- Discord
- Notion
- HappyFox
- Slack
- Talkdesk
- Webex
- Zoom
- Skype
- Hubspot

EXPERIENCE

HIRING4LESS' APPLIANCE SERVICE COMPANY

REMOTE (NEW YORK-BASED COMPANY)

Dispatcher + Customer Service

May 2022 - July 2024

- Assigned to receive emergency and non-emergency calls, monitored the schedule progress, addressed access problems of the technician, and dispatched appropriate team members
- Ensured that everything ran smoothly by coordinating with the customers and the technicians, providing precise locations for drivers to follow along on their routes, and coordinating with the rental management
- Communicated with the technicians and customers to complete the repair visit
- Prioritized calls according to urgency and importance; received and dispatched job orders accordingly
- Entered data in the computer system and maintained logs and records of calls, activities, and other information

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EXTEND YOUR TEAM'S FINANCIAL TECHNOLOGY COMPANY

REMOTE (ARIZONA-BASED COMPANY)

SUBJECT-MATTER EXPERT

MARCH 2021 - DEC 2021

- Assigned to cover and expand the bases of this project
- Created project-related documentation and training manuals
- Worked with company leadership to define project objectives, processes, policies, procedures and rules
- Assigned to get the management approval or approving alterations in rules, procedures and policies
- Informing applicants regarding project requirements about PPP Loan
- Fact-checking agents on the project to ensure data and information accuracy

CONCENTRIX

AYALA NORTH EXCHANGE, MAKATI

ADVISOR / SALES, SEASONAL POSITION (*Telematics system & a subsidiary of General Motor AND Sold Steak During Christmas Season*)

OCT 2020 - MARCH 2021

- Assigned for inbound calls with people who just bought a new car
- Encoded customer's vehicle with our services and connected them with their existing account with us (applicable only if they are reactivating their services)
- Provided complimentary months of premium trials and offer plans for their vehicles
- Upsold telematics system
- Interacted with beloved customers also known as steak lovers for them to obtain the best steak that fits their taste buds
- Upsold steaks with complimentary products

TASKUS

IMUS, CAVITE

HYBRID CSR (*Customer Service and Freight Dispatch Overseer*)

AUG 2019 – JAN 2020

- Assigned to receive emergency and non-emergency calls, monitored the truck drivers' schedule progress
- access problems of the technician, and dispatched appropriate team members
- Ensured that everything ran smoothly by coordinating with the companies and the delivery drivers; providing precise locations for drivers to follow along on their routes to meet the exact ETA/ETD
- I was the point of contact for truck drivers and had all the information needed to make the pick up and drop off visit completes without any issues

EDUCATION

UNIVERSITY OF PERPETUAL HELP SYSTEM DALTA – LAS PINAS

Bachelor of Arts in Psychology

College of Arts and Sciences

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