



Vanessa Hazel F. Corciega

VIRTUAL ASSISTANT
CUSTOMER SERVICE
REPRESENTATIVE

EXPERTISE

- Customer Service
- Email Management
- Appointment Setter
- Organizational Skills
- Data Entry
- Social Media Management
- Lead Generation

PERSONAL SKILLS

- Highly organized, with excellent attention to detail
- Great interpersonal skills and ability to work with clients to create the best possible solutions
- Possess a passion for customer service
- Ability to work independently and as part of a team

LANGUAGES

English - C2

TRAINING

Amazon VA/FBA - Nov 4-5, 2022

- Wholesale and Online Arbitrage

PROFESSIONAL EXPERIENCE

A Virtual Assistant with 2 years and a Customer Service Representative with 3 years of experience in various tasks. A tech-savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team-based and independent capacities. And those years taught me how to meet and exceed each customer's expectations with the service.

EDUCATIONAL BACKGROUND

**Bachelor of Science Major in
Agriculture - Horticulture**

- SCBMCI | Undergraduate

**Bachelor of Science Major in Compute
Engineering**

- Cor Jesu College | Undergraduate

Saint Michael's School of Padada

- Secondary Diploma

TOOLS



WORK EXPERIENCE

Bookings Manager

Fabs Spa Removals | November to December 2022

- As Bookings Manager- scheduling and organize pick up and drop off delivery
- Communicating with clients and responding to their enquiries
- Booking sub-contractors within agreed terms

HelloTech Inc. | Aug to September 2022

Customer Service Representative

- As CSR we assist customers in placing orders for a tech to install/repair and troubleshoot their Smart Home Devices, Computer and Printers, TV Mounting, In-wall cable running

Executive Assistant

Chappell Financial Services LLC | June to Aug 2022

- Credit Repair disputes
- Social Media Management
- Works closely with the CEO with ad-hoc tasks

Virtual Assistant / Team Leader

Shark Business Solutions LLC | Feb 2021 to May 2022

- Respond and gather client's details for Credit Repair
- Appointment Setting/ Email management
- provide results for deleted negative items
- Works closely with the credit repair team.

Email Chat Support Representative

Extend Your Team | July to October 2021

Gentask | May to July 2021

- Responding to SBA Loan and Forgiveness Loan Status
- Updates on their prepaid card

Order Processing | Order Fullfillment

The Ark Project LLC | 2021 Seasonal Account

- To wire the flower orders and make sure will be delivered on the requested time
- **Calling Flower shop for Price Changes,** Delivery schedules, Product Availability

Customer Service Representative
Conectys Philippines | Sep 2020 to Feb 2021

- As an Email Support (Zendesk) we validate requirements and documents before approving the request for the promo and discount making sure that no fraud was happening. (Spotify, YouTube, The North Face, etc.)

Customer Service Representative
IBEX Philippines | Apr 2019 to July 2020

- As Customer Service Representative and Billing Specialist of one of the Biggest Telco in the US, we Handle customer complaints, Billing Inquiries we provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Manage large amounts of incoming calls, Generate sales leads · Identify and assess customers' needs to achieve satisfaction.

Customer Service Representative
Teleperformance Philippines | Oct 2017 to Jan 2019

- As CSR and a Billing Specialist of one of the Telco in New Zealand, we Handle Billing Inquiries for the Fixed Line we provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction.

Shining East Marketing Corp | Oct 2016 to June 2017
Lane-in -Charge | Promodiser

- As a Lane-in -Charge, Assist customer's needs, execute excellent customer service at all times, Act as a head promoter to my assigned area, in charge of refilling outright products, do listing of out of stocks for ordering submit to inventory analyst maintain the merchandising standard of his area of responsibility.

Fashion Consultant
Lee Cooper London | Dec 2015 to Sep 2016

- helps clients work towards their fashion goals.
- picking out outfits for them, which match their preferences, style, body type, and budget.
- also spend some of time updating portfolio and studying the latest trends in the industry.