



# KIMBERLY

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### EXECUTIVE ASSISTANT TO CEO & MANAGING DIRECTOR

Swank A Posh | Oct 2022 - Present

- Manages executive calendars, meetings, travel, communications, documents, and reports; coordinates events, oversees administrative processes, handles special projects, ensures confidentiality, and enhances executive productivity.

### VIRTUAL ASSISTANT

Origami Consulting | Apr 2022 - Dec 2022 (8 months)

- Provided customer service, managed client tasks and records, scheduled appointments, created proposals, launched digital projects, coordinated meetings, and managed social media engagement.

### SENIOR CLIENT SERVICES OFFICER

Australia & New Zealand Banking Group | Jul 2019 - Apr 2022 (2 years, 9 months)

- Assisted customers with troubleshooting online banking, processing payments, generating reports, escalating technical issues, and handling bank transactions and requests.

### TEAM LEAD/SUPERVISOR

Teleperformance Philippines | May 2016 - Aug 2017 (1 year, 3 months)

- Coached and developed team members, monitored performance, managed scheduling, facilitated action plans, and maintained team motivation to meet client targets.

### QUALITY ASSURANCE ANALYST

Teleperformance Philippines | Mar 2018 - Jul 2019 (1 year, 4 months)

- Conducted quality monitoring, facilitated calibrations, validated complaints, and provided feedback on customer interactions.

### CUSTOMER SERVICE SUPPORT (BACK OFFICE)

Teleperformance Philippines | Jul 2014 - May 2016 (1 year, 10 months)

- Reviewed escalations, processed fee waivers, computed penalties, and assessed account eligibility for promos and limit increases.

### CUSTOMER SERVICE ASSOCIATE

Teleperformance Philippines | Nov 2013 - Jul 2014 (8 months)

- Handled product inquiries, card delivery, account balances, and penalty computations.

### CUSTOMER SERVICE ASSOCIATE

Convergys Glorietta 5 | Aug 2017 - Feb 2018 (6 months)

- Assisted small businesses with account setup for credit card payments and invoice discrepancies.

## SKILLS/AREAS OF EXPERTISE

- Executive Assistance (Calendar, Email, Travel & Itinerary Management)
- Appointment Scheduling & Meeting Coordination
- Administrative & Clerical Support
- Project & Task Management
- Social Media Management & Engagement
- Content Creation & Marketing Support
- Client & Vendor Communication
- Customer Service (Email, Chat, Phone Support)
- File, Record & Database Management
- Research & Data Gathering
- Expense Tracking & Reimbursements
- Process Documentation & Improvement

## TECHNOLOGY

- Apollo.io
- Canva
- Prezi
- Wix
- Notion
- Airtable
- HoneyBook
- Medium
- Meta Business Suite
- Loomly
- LastPass
- Shopify
- Google Drive
- Flodesk
- Monday.com

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