



WORK EXPERIENCE

VIRTUAL ASSISTANT

LearnWell/My Quest for the Best | Mar 2020 – Nov 2022 (2 Years, 8 Months)

- Provided tailored support including video/podcast editing, social media and email management, calendar coordination, SOP creation, and strategic outreach for business development.

BILLING SPECIALIST - VOICE

Alorica (T-Mobile Account) | Mar 2019 – Mar 2020 (1 Year)

- Managed billing inquiries and insurance claims, explained payment details, created custom plans, and supported mild sales and customer retention efforts.

TECHNICAL SUPPORT REPRESENTATIVE

Teleperformance (Comcast Account) | Jun 2016 – Feb 2019 (2 Years, 8 Months)

- Delivered product education and technical support for cable/internet services, handled escalations, and supported billing, sales, and retention activities.

SKILLS/AREAS OF EXPERTISE

- Customer support
- Sales
- Retention
- Social Media Management
- Video Editing
- Email management
- Poster creation
- Billing specialist
- Customer service
- Technical support

TECHNOLOGY

- HubSpot
- Gsuite
- Wordpress
- Microsoft 365
- Hootsuite
- Da Vinci
- Adobe
- Photoshop
- Capcut
- Trello
- Canva
- Adobe lightroom

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