



MONIQUE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Performance Monitoring & KPI Management
- Coaching & Feedback Delivery
- Customer Service
- Complaint Resolution
- Fraud Transaction Validation
- Logistics Coordination
- Track & Trace Operations
- Carrier & Dispatcher Coordination
- Appointment Scheduling
- Accounts Receivable (A/R)
- General Accounting Support
- Payroll Processing
- Collections Management
- Bank Transaction Processing
- Administrative Support

TOOLS

- Zendesk
- Microsoft Office (Word, Excel, PowerPoint)
- TMS (Transportation Management Systems)
- Google Workspace
- Zoom

Results-driven Appointment Setter with 5+ years of experience in outbound calling, customer service, and logistics coordination within fast-paced environments. Proven ability to schedule and manage appointments efficiently, maintain accurate records, and meet performance metrics while delivering excellent client communication and support. Brings strong organizational, multitasking, and leadership skills to help organizations improve client engagement, streamline scheduling processes, and drive operational efficiency.

WORK EXPERIENCE

LOGISTICS COORDINATOR VA

Freelance/Virtual Role | 2025 (1 Year)

- Tracks and traces loads, monitors shipment progress in TMS, handles carrier sales, and coordinates with dispatchers, carriers, and customers to ensure timely and accurate logistics operations.

TEAM LEADER (LOGISTICS & RETAIL ACCOUNT)

TaskUs | 2019 – 2024 (5 Years)

- Managed daily team operations, including attendance, productivity, and KPI tracking, conducted coaching sessions, developed action plans to meet client metrics, motivated team members, and ensured high-quality service delivery for logistics and retail accounts.

TEAMMATE (LOGISTICS ACCOUNT)

TaskUs | 2019 – 2024

- Scheduled shipper appointments via outbound calls, modified loads based on updates, confirmed appointments through various TMS platforms, conducted track-and-trace activities, built loads, and handled back-office administrative support.

ACCOUNTS RECEIVABLE/GENERAL ACCOUNTING SPECIALIST/PAYROLL SPECIALIST

Asiaworld Advertising Inc. | 2015 – 2018 (3 Years)

- Processed and posted receipts, recorded financial transactions, administered bank transactions, handled collections calls, maintained accurate A/R reports, processed payroll, and prepared payslips.

CUSTOMER SERVICE REPRESENTATIVE (FINANCIAL ACCOUNT)

Convergys Corp | 2012 (1 Year)

- Handled inbound credit card inquiries, resolved complaints, validated fraudulent transactions, assessed customer needs, and provided accurate solutions to ensure customer satisfaction.

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