



# Acamar Arriesgado

## Virtual Assistant | Customer Service Representative

Motivated and detail-oriented individual seeking a challenging position as a virtual assistant. Bringing excellent communication skills, a customer-centric approach, and a proven track record of providing top-notch service. Eager to contribute to a team-driven atmosphere and enhance customer satisfaction.

I serve as a virtual assistant, aiding small and medium-sized business owners in achieving seamless task completion, allowing them to focus on their most crucial priorities.

## Contact

### Phone

+63 936 678 4894

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### Email

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### Address

Taguig City, Manila, 1630

## Education

2022

**Bachelor of Science in Secondary Education major in English**

Laguna State Polytechnic University

## Expertise

- Managing social media profiles
- Creating and scheduling posts
- Engaging with followers and responding to messages
- Familiar with EHR/EMR systems
- Process / Verify Prior Authorization
- Insurance Verification
- Appointment Scheduling
- User Flows
- Process Flows
- Email Management
- Ability to work under pressure
- Time Management
- Ability to multitask
- Experience working independently and remotely
- Reliable internet connection and familiarity with remote work tools
- Ability to adapt to changing priorities and environments

## Experience

○ **January 2019 - January 2020**

Ups Com | Anao, Tarlac

### Customer Sales Representative

-Conduct outbound calls to prospective clients, effectively explaining insurance products and benefits.

-Exceeded monthly sales targets by 95%, consistently ranking as a top performer in the sales team.

-Built and maintained strong client relationships, leading to a high customer retention rate.

○ **March 7, 2022 -March 21, 2023**

EXL Philippines | Pasay City, Manila

### Nurse Disability Associate Clinician

-Assisted customers with disability insurance information, claim processing, and issue resolution.

-Worked closely with the ability analyst to ensure accurate and timely response fulfillment.

-Demonstrated excellent product knowledge and effective communication skills which we need to collaborate with the case manager and ability analyst.

○ **April 3, 2023 - May 31, 2024**

Atento | Bonifacio Global City, Taguig, Manila

### Sales assistant/ Appointment setter / Lead Generation

• Extensive experience as an appointment setter, where I specialize in coordinating and scheduling appointments to optimize workflow and enhance client satisfaction. My role involves contacting potential and existing clients to arrange meetings, consultations, or service visits, ensuring all details are accurately communicated and documented. I employ strong communication skills to confirm availability, address any questions or concerns, and follow up to remind clients of upcoming appointments. Additionally, I utilize scheduling software to efficiently manage calendars and avoid conflicts, contributing to a seamless and organized appointment-setting process. This experience has equipped me with exceptional organizational abilities, attention to detail, and a customer-focused approach that ensures high levels of engagement and satisfaction.

• Responsibilities include researching and analyzing market trends to identify target audiences, utilizing various tools and strategies to gather contact information, and engaging prospects through tailored outreach efforts. I am adept at using CRM systems to track interactions, monitor progress, and analyze the effectiveness of lead generation campaigns. My ability to build and maintain a robust pipeline of qualified leads has consistently contributed to increased sales opportunities and revenue. This experience has sharpened my skills in data analysis, strategic communication, and relationship-building, making me proficient in converting prospects into loyal customers.

## Tools

- Dr Chrono
- Freshworks
- CRM
- MDI solutions
- Ring Central
- Amazon Connect
- Healthie (EHR)
- Avaya one-x agent
- Calabrio
- Cover My Meds
- Genesys
- Microsoft office / teams
- Seamless
- Canva
- Skype
- i3 interaction desktop
- Google Suite