



ALLAN ANJO OCAMPO

GENERAL VIRTUAL ASSISTANT



Contact



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Skills

- Customer Support & Tech Support
- Sales: Lead generation, cold calling, upselling
- Virtual Assistance: Email and calendar management, invoicing, bookkeeping, data entry, account management, social media management, property and agent support
- Hotel & Travel Management
- Remote Work: Self-motivated, flexible, good at multitasking, strong written and spoken communication



Tools

- **Communication Tools:** Slack, Zoom, Skype, Microsoft Teams, Google Meet, Aircall, Asana
- **CRM & Platforms:** HubSpot, Salesforce, Zendesk, Shopify,
- **Time & Project Management:** HubStaff, Microsoft Office (Word, Excel, PowerPoint)



Certificates

- Top 3rd in Sales Conversion 1st Quarter 2021
- Most Adherent Attendance 96.8% year 2019
- Most Improved Performance 3rd Quarter 2018
- Best in Attendance 94% 4th Quarter 2018
- Youth Leadership Excellence Award 2012



About Me

I am a results-driven Customer Support and Virtual Assistant professional with 7 years of experience. I provide high-quality service in customer support, sales, cold calling, data entry, and virtual assistance. I am skilled in using CRM tools, remote team platforms, and doing operational tasks. I am known for solving problems quickly, communicating well, and managing time effectively while working remotely. I'm committed to helping businesses grow and keeping clients satisfied.



Education

Bachelor's Degree Major in Hotel Tourism Management

Saint Louis University 2008 - 2013



Work Experience

Homeaglow- Sales Agent

March 2024- January 2025

- I worked as a sales agent, helping customers choose the right products or services. I also gave customer support, making sure their needs were met and they were happy. I managed client accounts and kept all records organized and up to date.
- My goal was to build good relationships with customers and help the company grow.

Freelance General Virtual Assistant

March 2022-January 2024

- I handled both incoming and outgoing calls for Starmex, an eCommerce company in China, my primary role was Tech & Customer Support.
- In real estate field, I did lead generation to find new clients with FSBO & Expired Listing. In addition, I worked as a graphic designer, creating marketing materials for sales.

Sales Representative InterContinental Hotel Group (IHG)

September 2019- August 2021

- I worked in hotel and travel services, supporting both incoming and outgoing clients.
- I was skilled in sales, setting appointments, and promoting services through upselling and cross-selling. I also helped represent the company and its values.

eBay UK Senior Case Manager and Subject Matter Expert (Concentrix Corporation)

March 2017- August 2019

- I focused on solving problems, handling customer issues, and keeping clients satisfied.
- I led a team by providing training and support. I also tracked and monitored processes to keep everything organized.
- I made sure quality standards were followed and set appointments for clients