



# ALVA KORINA BALLESTEROS

TECH SUPPORT | VIRTUAL ASSISTANT

I am an aspiring virtual assistant with a blend of technical expertise, exceptional organizational skills, effective communication abilities, and a strong customer-centric mindset. My goal is to provide high-quality support that exceeds expectations.

As a technical support specialist with two years of experience, I've mastered the art of resolving complex technical issues while consistently delivering exceptional customer service. Beyond that, I am well-prepared to manage calendars, coordinate travel arrangements, conduct thorough research, and tackle a wide range of responsibilities

## • CONTACT

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- ☎ +63-976-185-7135
- 📍 Malabon, Metro Manila

## • TRAININGS

Travel Management  
Social Media Management  
Inbox and Calendar Management

## • PROFICIENCY IN TOOLS

Canva	★★★★★
Notion	★★★★★
Slack	★★★★★
Asana	★★★★★
Skype	★★★★★
Loom	★★★★★
Zoom	★★★★★

## • TASK EXPERTISE

Customer Service  
Inbox Management  
Travel Management  
Calendar Management  
Data Entry  
Research

## • RELEVANT EXPERIENCE

### TECHNICAL SUPPORT TIER II ( FULL-TIME)

ALORICA | JUNE 2021 - present

- Provides technical support for account device and network-related issues
- Coordinated with different parties and organized customer appointments

### CUSTOMER SERVICE SPECIALIST ( HEALTHCARE )

TELEPERFORMANCE | JUNE 2020 - JANUARY 2021

- Set-up an appointment for their doctors and coordinates with the clinic they need to get in touch.

### CUSTOMER SERVICE SPECIALIST

VXI | FEBRUARY 2021 - APRIL 2021

- Provides information for the availability of the services that they want to avail

## • EDUCATION BACKGROUND

Technological University of the Philippines |  
June 2019 - August 2023

Graduate of BS Entrepreneurial Management