

Annabelle Dalangin

Virtual Assistant

Results-driven professional with a diverse background in industries such as Insurance, Finance, Retail, Customer Service, and Logistics. Proven track record of exceeding expectations through effective communication, problem-solving, and outstanding customer service. Skilled in managing high-volume calls, inquiries, and cross-team coordination. Proficient in data entry, reconciliation, and utilizing various software tools. Adaptable and quick to learn new technologies. Seeking opportunities to contribute expertise and drive success in a dynamic organization.

Experience

VIRTUAL ASSISTANT - SCHEDULING COORDINATOR

EnviroTech Group Inc. | December 2022- May 2023

- Managed inbound/outbound calls, inquiries, and coordinated with teams.
- Handled objections, converting leads into appointments.
- Efficiently managed emails and maintained accurate data entry.
- Conducted bank account reconciliation using QuickBooks.

VIRTUAL ASSISTANT - INSURANCE QUOTE SPECIALIST

Insure First Insurance Agency | 2016- March 2022

- Efficiently handled insurance sales and customer service calls.
- Prepared comprehensive quotes for Home, Auto, Umbrella, Flood, Earthquake, Landlord, Condo, and Renters Insurance.
- Utilized strategic probing questions to gather qualifying details in a natural, conversational style.
- Presented insurance information and coverages with confidence and expertise.
- Analyzed quote results and scenarios with critical thinking and precision.
- Responded promptly and accurately to customer inquiries and quote requests.



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Education

BACHELOR IN BROADCAST COMMUNICATION

Polytechnic University of the Philippines - Sta. Mesa Manila | 1999-2003

System and Tool Proficiency

- Ezlynx
- Velocify CRM
- Vonage
- Streams
- Skype
- Zoom
- Microsoft Outlook
- Hubspot
- Slack
- Canva

RETAIL COLLECTIONS ASSOCIATE

ANZ Bank Global Services | 2014-2016

- Managed collections calls regarding overdue credit cards, employing effective negotiation techniques.
- Prevented further bank losses by skillfully designing and implementing customized payment schemes.
- Educated customers on future payment behavior, promoting financial responsibility.

CUSTOMER SERVICE ASSOCIATE

Dell International Services Phils. Inc. | 2013-2014

- Resolved order status issues for missing, wrong, or damaged orders with efficiency and effectiveness.
- Collaborated seamlessly with external vendors and internal departments for swift issue resolution.
- Exceeded customer expectations by consistently delivering exceptional service.
- Ensured customer satisfaction and actively sought feedback for continuous improvement.

LOGISTICS PLANNER

Advanced Health Media Global Services | 2012-2013

- Assisted pharmaceutical representatives in planning meetings with meticulous attention to detail.
- Booked reservations at upscale restaurants and managed budgets with precision.
- Aligned food provision within budgetary constraints and business rules set by the pharmaceutical company team.

CUSTOMER SERVICE REPRESENTATIVE

Convergys Philippines | 2008-2011

- Skillfully identified customer needs and recommended the most appropriate products/services.
- Demonstrated extensive knowledge of products, pricing, promotions, and procedures.
- Addressed billing inquiries by providing clear and concise explanations of customer account components.
- Consistently achieved and surpassed contractual sales goals and Key Performance Indicators, delivering outstanding service.

TRAININGS COMPLETED

LEAD GENERATION

Elitegital Assistance | April 2022

SOCIAL MEDIA MANAGEMENT

Freelance Academy | April 2022

REAL ESTATE - VIRTUAL ASSISTANT

Freelance Academy | April 2022

INTERVIEW PREPARATION WORKSHOP

Freelance Academy | April 2022