



BEA FLORENCE SON

GENERAL VIRTUAL ASSISTANT- WITH BPO EXPERIENCE

CONTACT

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📍 Tuyan, Naga City Cebu
Philippines 6037

EDUCATION

2015 - 2018

UNIVERSITY OF CEBU

- College undergraduate of Business Administration major in Marketing Management

2011 - 2015

SIRAO INTEGRATED SCHOOL

- High School Diploma

SKILLS

Customer Service & Communication

- Customer service excellence
- Strong written and verbal communication
- Adaptability to schedule and process changes
- Conflict resolution & problem-solving
- Active listening & Conflict resolution
- Multitasking & time management
- Upselling & cross-selling
- Technical troubleshooting

PROFILE

Customer-focused professional with extensive experience in customer service, technical support, and virtual assistance across the BPO industry and remote work. Skilled in handling inbound and outbound calls, resolving complex issues, and creating positive customer experiences. Recognized for consistently exceeding performance targets, providing empathetic solutions, and building trust with clients. Strong communicator and team player with proven ability to adapt to challenges and deliver results.

WORK EXPERIENCE

Williston Repair Group - General Virtual Assistant

Aug 2024 - Present

- Provide customer support via inbound/outbound calls and email.
- Manage service request tickets, schedule appointments, and coordinate with clients.
- Perform administrative tasks, data entry, and process 30+ service request tickets weekly with 100% accuracy
- Send notifications and assist customers with documentation requirements.
- Achievement: Maintained 95%+ customer satisfaction rating by ensuring timely communication and follow-through.

Concentrix - Intuit Accounting Software Advisor II / Technical Support

Aug 2020 - Jun 2024

- Assisted customers with software and payroll issues, including tax setup and employee management.
- Delivered technical support while upselling upgraded solutions tailored to client needs.
- Promoted to Trainer within 6 months for outstanding performance.
- Facilitated both virtual and in-person training for new hires in Payroll and Pro & Premier Support LOBs.
- Conducted coaching sessions, mock calls, and product training during nesting.
- Achievements: Consistently exceeded upsell and KPI targets. Trained and mentored 20+ new hires, improving onboarding efficiency and team performance, reducing nesting time by 25%.

Technical & Tools Used Throughout the Years

- QuickBooks
- Salesforce
- Amadeus
- Avaya
- Zoom
- Teams
- Slack
- Loom
- Canva
- Google Workspace
- CCP
- 3CX
- Tech Maps
- Field One
- Insightful

Sales and Performance

- Upselling and cross-selling techniques
- Consistently meeting/exceeding KPIs
- Coaching & mentoring new hires

● **Teleperformance - Orbitz Travel Account Customer Service**
Oct 2019 – Jun 2020

- Handled inbound/outbound calls for travel reservations (air, hotel, car rentals).
- Assisted with rescheduling, cancellations, and special requests for disabled passengers.
- Delivered personalized support to enhance customer satisfaction and loyalty.
- Achievement: Resolved an average of 50+ bookings per day while maintaining high accuracy and client satisfaction.

REFERENCE

Carlo Balasabas

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