



# CATHLYN VILLENA

## BUSINESS VIRTUAL ASSISTANT

I am a highly self-motivated individual who values tact and discretion. Equipped with a diverse range of talents, I consistently demonstrate excellence in communication and exercise sound judgment. I possess an exceptional ability to establish meaningful connections with individuals from various backgrounds, always maintaining a professional and positive attitude.





My organization and attention to detail help me manage time and produce work professionally. I'm proficient in-office procedures, inventory management, customer service, and answering questions.

As a business virtual assistant, I want to improve my skills and work with ethics. By joining a highly esteemed organization, I hope to grow personally and professionally. I strive for excellence, knowledge, and experience.

### SKILLS

- Multi-tasking
- Follow instructions and deliver quality results
- Answering phone calls and live chat support
- Creative
- Basic Video Editing

### TOOLS

-  Google Apps (Drive, Word, Presentation, Sheets)
-  Microsoft Office (Word Excel, PowerPoint)
-  Canva
-  Wix.com
-  WordPress
-  Kajabi
-  Vonage

### EDUCATION

**Bachelor of Arts Major in English**  
University of Baguio  
June 2013 – May 2020  
Academic Scholar

### WORK EXPERIENCE

**Varsity Education LLC**  
**Virtual Assistant - Website Management**

June 2020 – May 2023

Proficiently formats, edits, and manages files for Google Apps-based instructional materials.

**Pineapple Staffing | Law firm of Lori Vella**  
**Virtual Assistant – Administrative Assistant**

December 3, 2021 – January 5, 2022

Manages files, edits information, and formats emails with email communication skills.

**National Bureau of Investigation – CAR (Legal Assistant – OJT)**  
September 2019 – October 2019

Provides expert public help, organizing and processing confidential documents.

**AT&T DirecTV SITEL Philippines (Customer Service Associate I)**  
June 2019- December 2019

Offers broad product and service information, engages in sales and upselling, addresses billing inquiries, helps consumers make decisions, schedules appointments, and solves basic troubleshooting problems.

**IRM Convergys Baguio, Philippines (Customer Service Representative II)**

March 2017 – February 2019

Uses Microsoft Excel to efficiently generate reports and answer client issues via phone and email.

**MACY'S SITEL Philippines (Training Facilitator and Coach OIC)**  
September 2016 – December 2016

Facilitates product-focused training sessions to boost agent performance and team growth.

**MACY'S SITEL Philippines (Customer Service Associate I)**  
August 2015 – February 2017

Provides excellent customer service via phone, chat, and email, rapidly answering product and service inquiries and generating sales and upselling.