

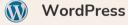
SKILLS

- 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)
- **C** Canva

WiX Wix.com



Kajabi

Vonage

EDUCATION

Bachelor of Arts Major in English

University of Baguio June 2013 – May 2020 Academic Scholar

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.

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.