



CHRISTINE D. DUAMAN

VIRTUAL ASSISTANT

PROFESSIONAL PROFILE

Skilled Executive Assistant and Customer Service with 12 years experience in coordinating, planning, and supporting daily operational and administrative functions.

CONTACT DETAILS

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SKILLS AND ABILITIES

- Good communication and interpersonal skills
- Good organizational and multi-tasking skills
- Keen into details
- Fluent in English
- Can work with less supervision
- Time management expert
- Skilled at operating in a wide range of platforms
- Successfully implemented innovative scheduling system to more efficiently organize meetings and travel schedules.

CLIENT TOOLS AND SOFTWARE USED

- Management softwares: Triconvey (Smokeball), HubSpot, Salesforce, Entercastle, Property Tree.
- Electronic Lodgment Network: PEXA Exchange
- Booking Tools (Airlines, Hotels, Ship): Abacus GDS, Amadeus GDS, GTU B2B system
- Graphic Design - Photoshop, Adobe Photoshop Lightroom, Snapseed (mobile app), Canva.
- Calendar and Schedule Management : Google Calendar, MS Outlook calendar .
- Data Entry Applications: Google Docs, Google sheets, Microsoft Word, Excel, PowerPoint, PDF Forms.
- Social Media Management: Twitter, Facebook, Instagram, YouTube, LinkedIn, Pinterest, Vimeo, TikTok.
- Transcriber portal: E2f
- Email Management and Correspondence: MS Outlook, Gmail, Yahoo Mail, GoDaddy Webmail, Slack, Trello.
- Video Editing: Cyber link power director.
- Telephony Application: Microsoft Skype, Google hangouts, Zoom app, Messenger app, Dialpad, WhatsApp, Viber, WeChat.
- Website Builder: Wix and Canva.
- eFilling portal: CMS portal and CITEC.

EDUCATION

Xavier University-Ateneo de Cagayan
COMPUTER TECHNOLOGY - DIPLOMA 2011

- Academic Scholar 2007-2011
- Member of Student Council (CIT Department)
- Head of Electoral Commission (CIT- Student Council)

EMPLOYMENT HISTORY

NOVA LAWYERS - APRIL 2021 TO FEBRUARY 2023

Legal Assistant

I am responsible for creating the necessary paperwork for my clients' purchases, sales, mortgages, wills, leases, and other business dealings. I create and send client engagements and updates, create forms (such as duty forms, etc.), help my boss with litigation file preparation, file cases online using CITEC, schedule meetings, make inbound and outbound calls, perform basic editing on social media updates and official documents, prepare draft contracts of sale and section 32 statements, and manage email, data, and documents. I am also in charge of the company's social media accounts, preparing training materials for recently hired staff and training them.

Transcriber

UMRITUM - FEBRUARY 2021 TO MAY 2021

I am transcribing general files such as podcasts, medical and general conversation recording files, alphanumeric recording files, and quality checking other transcribed files by new hires and other transcribers. I was also able to proofread medical transcription files.

Administrative Assistant / Head Reservation Agent

BIZDAK D EXPLORER TRAVEL & TOURS (HOME- BASED)

APRIL 2015 TO APRIL 2021

I am in charge of all transactions such as hotel and tour operator reservations, online air ticket processing for customers travelling to both international and domestic destinations, and inputs and outputs for organising packages. Customer service and direct contact with all resources; account management; team development trainer; managing all access to company information and data; email and chat responses to social media accounts; book-keeper and audit officer in our company

Operator / Phone Support

CASTLE - MAY 2017 TO JANUARY 2019

I am responsible for various property management and support tasks, that includes responding to user inquiries, posting property listings, taking phone calls, coordinating maintenance, and other related duties.

Technical Support Representative

TELETECH - JUNE 2012 TO MAY 2015

Accepting inbound calls for technical troubleshooting of internet and television networks, billing difficulties and disputes, and equipment concerns are among my tasks. I also provided excellent customer service by doing floor walks for nesting and tenure agents. I was also a member of the escalation team, which handled supervisory calls and email assistance from tier 1 agents. In addition, I was appointed to team captain, with 15 agents reporting to me.

Technical Support Representative

AT&T 9-STATE SYKES ASIA - JUNE 2010 TO JUNE 2012

My responsibilities include accepting inbound calls for DSL internet, troubleshooting internet network or coverage issues, e-mail support, and providing excellent customer service.