



DANIEL G. LEGASPI VI

General Virtual Assistant (GVA)/Customer Service Representative (CSR)/Collection Representative/Quality Assurance Specialist

Address: 1432 Upper Big Time Street, Tabacuan, Sta.Rita Olongapo City Zambales 2200

Contact no. (+63) 919 552 8851

Email Address: daniellegaspivi@gmail.com

OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

TARGET JOB

Target Title: Customer Service Representative, Quality Assurance Specialist, & Supervisor Position

Desired Status: Full-Time

Desired Salary: Commensurate to my qualifications

Special Skills:

Handle customer's objection, giving detailed, personalized, friendly & polite service to ensure customer retention.

SUMMARY OF QUALIFICATIONS

- Ability to stay calm and maintain presence of mind in the midst of different challenges.
- Highly motivated and driven, with strong desire to exceed expectations.
- Proven initiative and ability to work with minimal supervision.
- Uphold to perform professionally.
- Dynamic team player with leadership abilities.
- People-person individual with a goal-oriented attitude.
- With keen attention to detail and multi-tasking capabilities.
- Excellent organizational skills.
- Fervor for continuous learning and personal growth.

Computer Background:

Fast Typing Skill (55-60 wpm)

Proficient in Microsoft Office (Excel, Word, PowerPoint etc.)

WORK EXPERIENCE

Cerebral (Mental Health Care)

Coordinator - Pod-Support

(February 28, 2022 - September 9, 2022)

Duties and Responsibilities as a Virtual Assistant (VA)

- Provide clients with their follow-up appointment information in a timely manner
- Ensure that all steps to the follow-up process are followed
- Setting ticket's status appropriately
- Addressing Prescriber's request to Patient
- Addressing Patient's request to Prescriber
- Carefully review instructions from the prescriber

- Proper use of follow-up templates to complete a request
- Completing an assessment request
- Setting ticket's status appropriately (Re-open, Pending, Close)
- Emailing Patients via Zendesk
- Assigning Prescriber/Care Counselor via Airtable
- Transferring tickets appropriately and accurately

American Federal

769-1 Blanding Blvd. Orange Park, FL 32065

Virtual Assistant (VA)

(October 4, 2021 – March 16, 2022)

Duties and Responsibilities as a Virtual Assistant (VA)

- *VA is expected to call positive replies to all prospecting task or if client provide their own lead list to be called for*
- *Taking inbound and outbound calls*
- *Qualifying potential Client*
- *Appointment Setter*
- *Follow up with appointments*
- *Standard Operating Procedures - SOPs *Initial task*
- *Creation of Tracker*
- *Creation of Gmail and Yahoo Mail account*
- *Set forwarding Email for all Gmail and Yahoo Mail accounts*
- *Search leads of D7*
- *Scraping raw leads from D7 search results*
- *Sending cold email*
- *Monitor forwarding emails for replies*
- *Snip/screenshot replies & put in the respective channel in Slack*
- *Update daily meeting for positive replies*
- *Update tracker for positive replies or lead list to be called*
- *Replying to positive and negative responses*

Buwelo (an Exactstar company)

Subic Bay Gateway Park

Team Leader/Supervisor

(June 16, 2021 – September 17, 2021)

Duties and Responsibilities as a Team Leader/Supervisor:

- Attending Meetings & Calibrations
- Update Trackers for Auditing purposes such as Attendance Sheet etc.
- Sending Daily Reports such as Team Daily Stats and EOD etc.
- Monitoring queues and evaluate statuses of each and everyone on the phone
- Evaluating Calls and Coaching to the Team individually depending on their Strength & Opportunities
- Checking up on each and everyone in the Team in line with Interaction Sheet
- Presenting Reviews and Action Plan for the Team's Performance
- Brain storm for Team activities in line with the Bonus Plan
- Team Huddles (pre-shift/post shift) to make sure everyone is on the same page
- Issue Corrective active/paper for behavioral commitment

Cloudstaff Philippines Inc.
Flick Anticimex Account
Entec2, 12th Floor, Newpoint Mall, Angeles City
Credit Collections
(August 16, 2020 – March 3, 2021)

Responsibilities as a Credit Collections:

- Flick actively pursues collection of overdue invoices from customers in order to protect its investment in accounts receivable, maintain cash flow and limit ageing of account balances
- Collect monies from overdue customers
- Build and maintain strong business relationship with internal and external customers
- Receive inbound and Make outbound calls to customers
- Respond to customer inquiries/issues
- Resolve customer disputes/complaints
- Maintain customer's "Bill To" accounts
- Process Credit Claims and Approvals
- Perform Account Reconciliation and maintain Customer Billing Accounts accurately
- Process Accounting journals (i.e clearing account)
- Scan, Index and Archive customer documents
- Record customer contact/Maintain collection notes in FOL
- Process Refunds and Bad Debt Requests
- Place Accounts on Stop Trade
- Issue Debtor Letters
- Manage Accounts sent to Mercantile Agents (Solved)
- Print or Email invoices, credit notes, statements
- Consolidate and Customize invoices for Key Accounts
- Ensure Timely delivery of Customized invoices for Key Accounts

Majorel –Formerly Arvato
SM Clark, Pampanga
Microsoft Representative
(December 2018 – November 2, 2019)

Responsibilities as a Microsoft Representative (Email/Outbound/Inbound):

- May have client contact for clarification or information regarding business knowledge of processes.
- May escalate issues about Microsoft Websites or tools and communicate information and directives.
- Tracks and communicates escalations and outcomes.
- Records Customers inquiries by documenting inquiry and response in customer's accounts.
- Support accounts specific programs and agents by providing expertise.
- Processes and investigate returns.
- Update and maintain Contacts Management System Software
- Contacts customers for marketing, survey and follow up purposes.

iQor Philippines
Clark Free Port Pampanga
Sprint Team Lead
(April 2016 – April 2018)

- Evaluating Calls and Coaching to the Team individually depending on their Strength & Opportunities
- Sending Daily Reports such as Team Daily Stats and EOD etc.
- *Facilitate educational sessions, coaching sessions, team meetings & training.*

- *Provide concise & quality customer service in a professional, timely and courteous manner for the client's project.*
- *Enhances customer relationship through identification of customer needs and/or opportunities.*
- *Perform special assignments/tasks as required (reports, audits, escalations).*
- Issue Corrective active/paper for behavioral commitment
- Presenting Reviews and Action Plan for the Team's Performance
- Brain storm for Team activities in line with the Bonus Plan

iQor Philippines
Clark Free Port Pampanga
Sprint Representative
(May 2014 – April 2016)

Duties and Responsibilities as Sprint CSR (Outbound/Inbound):

- Allowing customer to make an informed decision.
- Fully educate customers to set proper expectation/help succeed with their credit card.
- Dealing with customers that are experiencing financial problem in a proper and sympathetic manner.
- Keep all customer or 3rd party information up to date and accurate.
- Noting the account correctly and accurately.
- Giving accurate account information i.e. information given verbally about account status.

iQor Philippines
Clark Free Port Pampanga
Quality Assurance Specialist
(March 2012 – April 2014)

Duties and Responsibilities as a Collections Quality Assurance Specialist:

- *Evaluate calls of agents to ensure that the company's goals are met.*
- *Facilitate educational sessions, coaching sessions, team meetings & training.*
- *Provide concise & quality customer service in a professional, timely and courteous manner for the client's project.*
- *Enhances customer relationship through identification of customer needs and/or opportunities.*
- *Perform special assignments/tasks as required (reports, audits, escalations).*
- *Assume the role of a team leader during the nesting period to lead a new hire class to perform as per the account's standard.*

Maintain high level of delivery in order to meet Service Level Agreements.

iQor Philippines
Clark Free Port Pampanga
Collection Representative
(October 2010 – March 2012)

Duties and Responsibilities as Collection Representative:

- Allowing customer to make an informed decision.
- Fully educate customers to set proper expectation/help succeed with their credit card.
- Dealing with customers that are experiencing financial problem in a proper and sympathetic manner.
- Assessing affordability check at all times to ensure customer affordability to pay.
- Keep all customer or 3rd party information up to date and accurate.
- Noting the account correctly and accurately.
- Giving accurate account information i.e. information given verbally about account

EDUCATION

Took up BS Hospitality Management 2nd year College Undergrad

College : Pangasinan State University
Pangasinan
2009

High School : Alaminos City National High School
April 2007

Elementary : Alaminos Elementary School
April 2003

REFERENCES

Paulo Ambrosio
Senior Quality Manager/Operations Manager
Mobile No. +639209747149

Cheryl Lumague
Operations Manager
Mobile No. +639397312355

Nathalie Piatos
AVP COUK iQor Philippines
Mobile No. +639257801018

Clariza Monica Agrano
Training Manager
Mobile No. +639176320637

Jonathan Cuenza
Operations Manager
Jonocuenza@gmail.com
+639284124212

Phil James Gali
+639055121207
philipjamesgali@gmail.com

