



# DINA NACARIO

## VIRTUAL ASSISTANT

### About

I help businesses by optimizing processes, managing task and enhancing overall efficiency.

### CONTACT



+639654612004



db.nacario@gmail.com



Blk 34 Lot 27 Dece Homes  
Vistansa, Pacol Naga City Cam Sur

### LANGUAGE

- English
- Filipino

### SKILLS

- Customer Support
- Data Entry
- Research
- Lead Generation
- CRM Software

### SOCIAL MEDIA



### ACHIEVEMENTS

- Course Certificate For Strategic Management
- Course Certificate For Entrepreneurship 1: Developing Opportunities
- Course Certificate For Entrepreneurship 2: Launching Your Start-up
- Course Certificate For Paleontology: Ancient Marine Reptiles

### EXPERIENCE

**Telus International Philippines** Aug 2019-Dec 2019  
*Customer Service Representative*

•Canadian Telecommunications Account •Handle and carefully respond to all customer inquiries via inbound calls and email. Provide excellent customer service through active listening. Aim to resolve issues on the first call by being proactive.

**Sutherland Global Services** Jan 2020- Jan2021  
*Account Expert/Tech Expert*

US Telecommunications Account (T-Mobile) •Handles all LOB such as billing concerns, customer retention, sales and advance technical support. Respond to customer inquiries and provide technical support via phone, email, and chat in a timely and professional manner. Troubleshoot technical issues reported by customers and work towards a timely resolution.

**VXI Global Holdings Aug 2021- Dec 2021**  
*Customer Service Representative*

US Telecommunications Account (AT&T) •Responsible for selling products and meeting customer needs while obtaining orders from existing or potential sales outlets. Ensure that the customer is satisfied and adequately taken care of while making a purchase.

**Sutherland Global Services** Dec 2021-July 2022  
*Account Expert*

US Telecommunications Account (T-Mobile) •Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

**Everise Philippines** Sept 2023-July 2024  
*Experience Champion*

US Healthcare Account •Provide details of healthcare membership to various members and their families. Advice members on different payment options for health insurance coverage. Provide medical insurance policy details to healthcare practitioners. Providing details of network providers to different members.

**Simple.Biz** June 2024 - Aug 2024  
*Lead Generation Specialist*

Website builder company  
Lead generation/ appointment setting by cold calling local businesses in United States.

### EDUCATION

**Camarines Sur Polytechnic Colleges**

Associate Degree in Bachelor of Science in Entrepreneurial Management  
2014-2017

**Naga International Technology Center**

Vocational Course in Culinary Arts  
2017-2018