

EDELYN GARCIA CANOY

GENERAL VIRTUAL ASSISTANT

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📍 PHILIPPINES, 9000

PROFILE

As a General Virtual Assistant, I am poised to tackle challenges and contribute to your success by leveraging my multifaceted skills. With a proven history of excellence, I am ready to take on the next exciting opportunity to streamline operations, foster growth, and exceed expectations.

QUALITIES

- ▶ Proficiency in MS Programs
- ▶ English Communication
- ▶ Email Management
- ▶ Basic Graphic Design (Canva)
- ▶ Customer Service
- ▶ Social Media Management
- ▶ Data Entry
- ▶ Basic SEO
- ▶ Detail Oriented
- ▶ Basic Research

TOOLS & RESOURCES

- ▶ G Suite
- ▶ Drop Box (Business)
- ▶ Canva
- ▶ Asana
- ▶ Monday.com
- ▶ Salesforce
- ▶ Docusign
- ▶ Skype
- ▶ Slack
- ▶ Zoom
- ▶ Trello
- ▶ Zendesk
- ▶ Calendly
- ▶ Ring Central

WORK EXPERIENCE

General Virtual Assistant (Real Estate) California

- ▶ Assistant to the Chief Operating Officer in various administrative tasks (Email/Calendar Management, Data Entry, Project Management, Post graphic content on social media)
- ▶ Assistant to Real Estate Agents (Book appointments, Email/Calendar Management)

General Virtual Assistant (Real Estate) Las Vegas

- ▶ Assistant to the Chief Operating Officer in various administrative tasks (Email/Calendar Management, Data Entry, Project Management, Post graphic content on social media)
- ▶ Served as Business Relationship Manager to the clients

Medical Virtual Assistant New Zealand

- ▶ Transferring and processing medical records in allocated clients practice management software (Blue Chip)
- ▶ Document management (Drop Box and Drive)

**Quality Assurance Analyst
Philippines**

- ▶ Served as primary point of contact next to supervisor to oversee team performance from an agent level
- ▶ Facilitated weekly and monthly meetings across all supported sights and line of business
- ▶ Call monitoring and sends out real time feedback
- ▶ Generate monthly insights to send and present to stake holders.

**Customer Service Representative
Philippines**

- ▶ Inbound and outbounda calls
- ▶ Data Entry
- ▶ Processed payments, orders, and any modifications with customer's subscriptions
- ▶ Assisted customer on phone inquiries and resolved issues
- ▶ Had helped create more brand advocates through effective and efficient world class customer service

EDUCATIONAL BACKGROUND

Cebu Institute of Technology University

Bachelor of Science in Business Administration (General Business) Expanded Tertiary Education
Equivalency and Accreditation Program University/College Diploma, March 201



Edelyn Garcia Canoy

GENERAL VIRTUAL ASSISTANT
SOCIAL MEDIA MANAGER
FREELANCER