

Florabelle Gamilla

General Virtual Assistant

"Experienced and reliable virtual assistant with over 5+ years of experience providing top-tier administrative tasks, innovative, and customer support to businesses. Skilled of managing schedules, communicating effectively, and organizing tasks with efficiency and attention to detail. I'm known for my strong work ethic, good time management skills, and ability to thrive under pressure. Passionate about working with clients in achieving their goals through competent and results-oriented support, while maintaining a professional pleasant demeanor."

Work Experience

General Admin Assistant

Davis Insurance Associate

December 2023 - June 2025

- Managed mortgage changes in CRM and carrier websites
- Handled renewal updates, renewal increases, and claims transfers in the pipeline
- Presented quotes with home and auto insurance

Social Media Manager/Admin Assistant

ReckondWith

January 2023 - December 2023

- Oversee the clients social media account
- Creating social campaigns and producing relevant contents
- Generate and organize the contact leads

General Virtual Assistant/Cold Caller

Call Tastic Ventures

January 2021 - December 2022

- Handle customer through chat and email.
- Placing an order and assisting other inquiries.
- Provide instant customer support and contextual live-agent intervention
- Utilize effective communication to obtain quality leads and meet daily goals.
- 200+ prospects were engaged in day associated with the property they would like to sell.
- Generate an end-of-day report in order to evaluate KPI progress using Excel.

Customer Service Advocate

BPO Company

March 2019 - January 2021

- Handle customer in credit and health insurance.
- Counsel customers an option for service and coverage, payments, accounts and upgrades
- Became a Subject Matter Expert
- Support and assisting the team for better performance



CONTACT

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EDUCATION

Davao del Norte State College

Bachelor of Secondary Education Major
in English

Cum Laude (2021 - 2025)

EXPERTISE

Customer Support (Chat/Email/Phone)
Order Processing & Product Support
Home, Auto and Health Insurances
Calendar and Email Management
General Administrative Support
Social Media Management
Data Entry/Research Task
Graphic Design (Canva)
Project Management
CRM Management
Lead Generation
Content Writing
Video Editing
AI Tools

TOOLS

- Google workspace
- Canva
- Outlook
- Slack
- Amazon Tools
- Asana
- Trello
- Airtable
- Agency Zoom
- Hawksoft
- Go High Level
- Gorgias
- Shopify
- CSD
- Singleview
- Mailchimp
- ReadyMode
- Hubstuff
- Ring Central
- Dotloop
- CJMLS,GSMLS, FlexMLS
- KVCore