

GABRIELLI ALCALA

Virtual Assistant

PROFILE

A virtual assistant providing a wide range of support and tasks within but not limited to my knowledge and can always adapt and learn it fast. A team player but an independent freelancer that's constantly striving to be an expert in my field and accepts constructive criticism professionally.

WORK EXPERIENCE

VIRTUAL ASSISTANT - ALPINE SAFES INC. AUG 2021 - PRESENT

- Product listing (image, description, metadata)
- Inventory update
- Basic front-end web designing
- Editing image including their metadata

VIRTUAL ASSISTANT - PATRIOT GROWTH INS. JUL 2023 - FEB 2024

- Redirected insurance calls, processed payments and billing inquiries.
- Assisted clients with auto ID cards, payment receipts, policy declarations page, and documents. Changed/Updated the mortgagee

CUSTOMER SUPPORT - BELL CANADA MAR 2020 - APR 2021

- Billing, dispute and technical inquiries
- Team support and order tracking

CRM APPOINTMENT SETTER - KEAP/INFUSIONSOFT OCT 2019 - MAR 2020

- Assessing small business's pain points
- Appointment and scheduling leads and B2B sales

TECHNICAL CHAT SUPPORT - 5ITALK AUG 2018 - AUG 2019

- Remote desktop support
- Support tickets, handled disputes

CONTACT

Phone

+639202896867

Email

gabriellialcala98@gmail.com

Address

Malolos Bulacan, Philippines

TOOLS

- WordPress
- Elementor
- Zendesk
- WooCommerce
- Slack
- Photoshop
- Canva
- Salesforce

SOFT SKILL

- Fast learner
- Tech savvy
- Adaptability
- Inquisitive

EDUCATION

BACHELOR OF INDUSTRIAL TECHNOLOGY MAJOR IN COMPUTER TECHNOLOGY | 2014 - 2018

Bulacan State
University

