

**Horice P. Gonzales**

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**Summary**

Highly accomplished Virtual Assistant with 15 years of experience in customer service, administration, and team management. Proven track record of driving business success, providing exceptional support, and exceeding client expectations. Skilled in virtual administration, team leadership, and customer service, with a strong background in technology and online collaboration tools.

**Experience**

**Home Run Movers**

August 2025 - Oct 2025

EA/VA/Move Coach

**Verizon**

May 2024 – August 2025

Supervisor/TL/Coach

**T-Mobile**

November 2021 – May 2024

Coach/CRE/ Mentor

**51talk**

March 2014 - January 2021

HB Mentor/Transition Coach, HB FT Specialists, HB English Educator,

**GE Capital Retail Bank**

March 2011 – February 2014

Customer Service Representative 3

**Dell**

October 2006 – February 2011

Technical Support Representative 2

**Work Experiences**

**Executive Assistant/Virtual Assistant**

**Executive support and administration** – calendar management, meeting coordination, travel arrangements, and task prioritization for executives
**Customer relationship management (CRM)** – proficient in Jobber for scheduling, invoicing, and client management
**Process automation and data management** – experienced with Jotform for creating and managing digital forms, streamlining client intake, and collecting accurate data
**Communication systems** – skilled in using Grasshopper for call handling, voicemail management, and professional client communication
**Client relations and customer service** – ability to manage client inquiries, resolve issues, and ensure a seamless customer experience
**Project coordination** – support in planning, tracking, and executing moving projects, ensuring deadlines and client expectations are met
**Document management** – preparing contracts, proposals, and reports with high attention to detail
**Time zone and calendar management** – coordinating schedules across multiple time zones to prevent conflicts
**Problem-solving and adaptability** – quick to handle unexpected situations and provide solutions under pressure
**Technology proficiency** – Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace, and other productivity tools

**Supervisor, Verizon Account BPO**

Spearheaded a high-performing team of 10 representatives, achieving a 25% YoY increase in sales revenue and a 95% customer satisfaction rate.

Developed and implemented customer service strategies that reduced complaints by 20% and increased customer loyalty by 15%

Collaborated with cross-functional teams to drive business results, improve processes, and enhance customer experience, resulting in a 10% increase in team efficiency Consistently ranked as a Top Seller, working with high-profile clients like Dell, Citibank Financial, GE Money, and T-Mobile.

**Assistant Supervisor**

Supported team leads in managing representatives, contributing to a 15% increase in team performance and a 10% increase in sales revenue.

Demonstrated leadership skills, mentoring team members, and promoting a positive work environment that boosted team morale by 25%

**Virtual Assistant**

Streamlined email management and scheduling processes for clients, increasing efficiency by 30% and reducing response time by 50%

Conducted research and provided customer support via email and chat, resolving 99% of customer inquiries and achieving a 95% customer satisfaction rate.

**ESL Tutor/Coach, 51Talk**

Taught English to students online, achieving a 4.5-star rating and a 90%

student retention rate.

Promoted to Coach for new online teachers, providing training and support to improve teaching quality and student outcomes.

Ranked as Master Teacher A, demonstrating exceptional teaching skills and a deep understanding of ESL pedagogy.

**Achievements**

Dean's Lister during college, demonstrating academic excellence and a strong work ethic. Master Teacher A, 51Talk, recognizing exceptional teaching skills and dedication to student success.

Coach for new online teachers, 51Talk, showcasing leadership and mentoring abilities.

Top Seller, Verizon Account BPO, consistently exceeding sales targets and driving business growth.

Exceptional Customer Service Award, Verizon Account BPO, recognizing outstanding customer service skills.

**Certifications**

Executive Assistant Training

JotForm

CRM Jobber

Certified Administrative Professional (CAP)

Certified VA

TEFL with TEYL

Microsoft Certification (specify certification name and level)

Croton Ville Leadership Program

Functional Skills

Business Knowledge

DELL Certified Systems Expert (DCSE) (2009) Certificate in Windows Vista Training (2008)

51talk Leadership Program

T-Mobile Leadership Program

Verizon Coach 101 and Leadership Program

**Skills**

Virtual administration and organization

Team management and leadership

Time management and prioritization

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Online collaboration tools (Slack, Trello, Asana, Zoom, Google Meet)

Social media management (Facebook, Twitter, Instagram, LinkedIn) Content creation and writing.

Google Docs

Dropbox

Basic graphic design (Canva, Adobe Creative Cloud)

Data entry and management

Email management and scheduling

Research and data analysis

Virtual event planning and coordination

ESL teaching and coaching

**Trainings**

Croton Ville Leadership Program

Functional Skills

Business Knowledge

DELL Certified Systems Expert (DCSE)(2009) Certificate in Windows Vista Training (2008)

51talk Leadership Program

T-Mobile Leadership Program

Verizon Coach 101 and Leadership Program

**Qualifications**

**GE Capital Retail Bank**

Top Agent

2nd lowest for transfers of 25%

0% absenteeism rate

Rank 1 for passing NPS

Rank 1 GSR since S2S was introduced

Rank 2 in AHT month of April 2011

Rank 2 Most satisfied survey with no Dissatisfied month of October 2011

Team Cath's POC for GSR and SAV

Most Productive Agent for July 2011

Top 20 AES for ending the year right

Exceeded expectations in November 2012 with an AE rating in AES, rank 17 with outstanding numbers in majority of his critical metrics.

AHT - 246s in Nov, 208s in Dec;

ECVOC - 90% in Nov, 100% in Dec; and

QCAL - 89.25% in Nov, 94.75% in Dec; perfect attendance

TOS both 99% in Nov and Dec;

0% absenteeism rate in both months

Portfolio Rewards and Recognition Winner

**Dell**

Winner’s Bay Awardee, 2009

Top 10 in Sales, May 2010

Perfect Attendance Award, 2008

Outstanding Performance, 2008

DELL Certified Systems Expert (DCSE)

**Education**

Bachelor's Degree in Computer

Engineering (AMA University and STI University)

**STI College Las Piñas:** Dean’s Lister, 2005