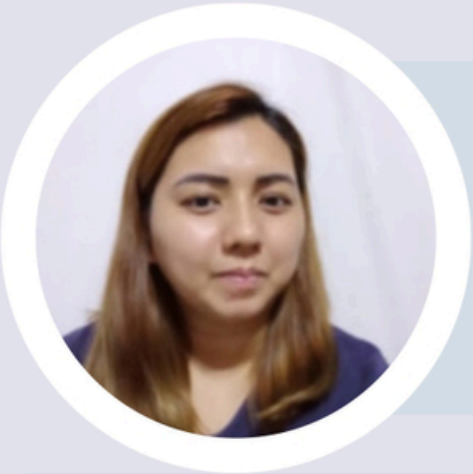

# JACKIELYN DELA CRUZ

## Business Virtual Assistant

## SKILLS

- Customer Service
- Calendar management and appointment setting
- Email Management
- Reporting and Data Management
- Strong Research Skills
- Planning and Scheduling Skills

## WORK TOOLS

Zendesk, Shopify, Zoom, MS Teams, Calendly, Chat GPT, Canva, Google Workspace, MS Excel, Slack, Whatsapp, Gmail

## EDUCATION

Polytechnic University of the Philippines

*BS Accountancy*

College Undergraduate

## About Me

Detail-oriented and reliable Virtual Assistant with strong experience in customer support, administrative management, and dispatch coordination. Proficient in modern tools and platforms, bringing integrity, adaptability, and efficiency to every task.

## WORK EXPERIENCE

September 2020 - July 2025

IntouchCX

### Team Lead

- Supervised 12+ customer service representatives to meet and exceed quality, productivity, and satisfaction targets.
- Resolved escalated customer concerns promptly to ensure service excellence and client retention.
- Performed quality audits, created performance reports, and worked with management to enhance workflows.

May 2017 - May 2020

AFNI Philippines

### Chat Support Specialist

- Provided real-time support to customers of a major telecommunications company through live chat, addressing billing, and technical service issues.
- Maintained a high resolution rate on first contact, achieving a 95% customer satisfaction score consistently.
- Documented interactions with accuracy in CRM systems, ensuring a seamless experience for customers across support channels.

January 2015 - January 2016

Teleperformance Philippines

### Subject Matter Expert

- Provided customer support via phone, chat, and email with timely resolutions.
- Handled escalations and supported internal training.
- Contributed to knowledge base and offered real-time floor support.
- Maintained 90%+ customer satisfaction through clear communication and empathy.