



# JOY GRACE ANNE ACAL

## PROFILE

Seeks to obtain employment as a virtual assistant. Experience in handling customer support calls in previous positions. Collaborated with other virtual assistants on the team to improve customer support procedures and make the process more efficient. Aims to provide exceptional service to customers to increase the organization's overall revenue growth.

## INDUSTRY EXPERIENCE

### CSS PHILIPPINES

#### ROADSIDE ASSISTANCE CUSTOMER SERVICE

**OCT.2021- OCT.2022**

- Provide service for inbound calls for roadside assistance and other service requests such as a vehicle that won't start; flat tire(s); keys locked inside a car; a vehicle out of gas; or a vehicle in an accident.
- Probe to identify the need of the customer based on the vehicle situation.
- Provide policy coverage details.
- Dispatch a service provider to assist the customer.
- Provide status updates to customers.

### SITEL PHILIPPINES, INC.

#### RETAIL CUSTOMER SERVICE

**July 2019-April 2021**

The Care Team serves as the voice of Instacart, fielding real-time calls and emails from our customers, shoppers, and retailer partners. We are a service-centric and analytics-driven team that is focused on finding the best ways to delight our community, improve performance, and scale.

### RESULTS COMPANIES INC.

#### TELCO CUSTOMER SERVICE

**FEB.2019-JUNE 2019**

- Answering questions about a company's products or services.
- Processing orders and transactions.
- Resolving issues and troubleshooting technical problems.
- Delivering information about a company's offerings.
- Providing proactive customer outreach.
- Handling customer complaints.
- Collecting and analyzing customer feedback.

### JMC INC.

#### OUTBOUND SALES ASSOCIATE

**JAN.2018- JAN.2019**

- Selling the company's products and services to potential customers by cold calling. We do sell airline tickets and hotel tickets at that time.

### Jollibee Yum Food Corporation

#### SERVICE CREW/CASHIER

**FEB.2017-JUNE 2017**

- Managing transactions with customers using cash registers
- Scanning goods and ensuring pricing is accurate
- Collecting payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies
- Bag, box or gift-wrap packages
- Handle merchandise returns and exchanges

## EDUCATION

#### INFOTECH COLLEGE OF ARTS AND SCIENCES

- BACHELOR OF SCIENCE AND TECHNOLOGY MAJOR IN INFORMATION TECHNOLOGY

### Awards & Achievements

- Awarded Top 1 Cluster Based for Customer Satisfaction, 2021
- Top Agent for Customer Satisfaction for both Shopper and Customer/Instacart 2019-2020

## CONTACT

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**I'm ready to grow your reach, engagement & sales!**