



Junaquel Dela Cruz

General Virtual Assistant



<https://www.linkedin.com/in/junaquel-dela-cruz-76b118aa/>



+639682060214



junaqueldelacruz03@gmail.com

SUMMARY

Highly skilled and dedicated Virtual Assistant with a proven track record of providing efficient administrative support. Possessing excellent communication and organizational abilities, I am adept at managing tasks remotely and adapting to various client needs. With expertise in administrative tasks, scheduling, and data management, I am committed to delivering exceptional virtual assistance and contributing to the success of clients' businesses.

CAREER

2012-2014

Jan - Feb

Sutherland
Global
Services

TECHNICAL SUPPORT REPRESENTATIVE

- Configured hardware, devices and software to set up workstations for employees.
- Processed over 20 support requests received over 8 hrs. for technical assistance on wide range of issues related to any applications, software, viruses, internet connection issues and OS installation.
- Resolved issues with systems, hardware and telephones quickly and accurately.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Installed, modified and repaired software and hardware to resolve technical issues.

2014 - 2017

Feb - Sept

Software
Secure Inc.

TIER3 TECHNICAL SUPPORT REPRESENTATIVE

- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Assist caller (mostly are students) on how to use the software and performed troubleshooting if needed.

2017-2020

Sept - Apr

PSI Services
LLC

QUALITY ASSURANCE ANALYST

- Responsible for Updating any Quality related reports.
- Create Weekly and Monthly Reports and Dashboards to clients and Operations.
- Listened to calls either recorded live or side-by-side while communicating feedback.
- Implemented agent training and coaching initiatives.
- Identified calls failing to meet predefined standards and identified the problem

2020-2023

Dec - Apr

Outsourced Doers

DIGITAL MARKETING VIRTUAL ASSISTANT

- Managing Social media - Facebook, Instagram, and LinkedIn
- Managing and creating a website
- Creating landing pages
- Managing PMS (Property Management Software)

EDUCATION

2006-2011

UNIVERSITY OF MINDANAO

College

- Bachelor of Science Major in Computer Science

SKILLS

Data collection and analysis
Exceptional Phone Etiquette
Call monitoring
Critical Thinking
Creative Problem Solving
Technical Support Flexible
Report delivery Root Cause Analysis
MS Excel and Power Point
Skilled Multi-tasker
Exceptional listening and analytical skills

Social Media Management
Graphic Design
Video Editing
Website Design
Landing Pages -Marketing
Appointment Setter
Scheduler