



About Me

I had a kid at an early age and got married early as well. My two boys and my loving wife are my inspiration. When pandemic came, many companies closed and I was greatly affected since my job is on field. So, I decided to start my VA-journey because as a man of the house I cannot stop. Having given the opportunity on the VA industry, I learned a lot and I really appreciate the virtual business. This work enabled me to earn while being at home with my family.

JUSTINE VILAFRANCA

GENERAL VIRTUAL ASSISTANT

Education

- **BS in Computer Science Graduate**
2007 - 2011
STI COLLEGE BALAGTAS
- **Completed Secondary Education**
2002 - 2006
St. Paul College of Bocaue
- **Completed Elementary Education**
1997 - 2002
St. Paul College of Bocaue

Contact

- Fishermans Village, Panasahan, Malolos City, Bulacan
- 0923 414 0138
- tinevillafranca@gmail.com

Virtual Work Experience

- **Teleperformance**
May 17, 2022 - Present
Customer Support for DoorDash
 - **TASKS:** Acts as liaison officer, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.
 - **TOOLS:** Octa, Salesforce, Dispatch, Amazon Connect
- **AJT Diabetic Inc. dba Countrywide Medical**
November 6, 2020- May 24, 2021
Order Entry Agent
 - **TASKS:** Verify Primary and Secondary Insurance of the Patient / Check Patient's Medical Prescription
 - **TOOLS:** Brightree / Dashboard / ADP Time
- **Sierra Madre Research**
November 1, 2019 – June 15, 2020
Email Support & Data Encoder
 - **TASKS:** Shopify Management / Email Correspondence using Company Template & Spiel / Encode Provided Data in the System
 - **TOOLS:** Slack / Zendesk / Shopify / Google Apps: Google Sheet & Google Documents / Adobe Pdf Editor / Facebook Messenger

Skills

- ✓ Understanding & Following Instructions
- ✓ Good Communication & Computer Skills
- ✓ Possess Self Motivation & Discipline
- ✓ Quick Thinking & Effective Decision Making
- ✓ Email Management
- ✓ Eagerness to Learn

Blue Lagoon Insurance (Freelance)

March 2, 2019 – October 15, 2019

Data Encoder

- **TASKS:** Proof Reading of Documents Submitted by Applicants / Process Client Application
- **TOOLS:** Company Server / Company Gmail / MS Office – MS Word & MS Excel / Facebook Messenger

 **Field Work Experience**

Toyota Motor Corporation [Marilao, Bulacan Branch]

October 2019 - August 2021

Marketing Professional / Field Agent / Car Sales

Ford ANC Group [Malolos, Bulacan Branch]

May 2018 - September 2019

Sales Consultant

Wheeltek Motors

March 2016 – November 2017

Collection Specialist

Duty Free Philippines [Marketing/ ODMG Operations Department]

October 15, 2012 – June 11, 2013

Promo Representative

Duty Free Philippines [Fiesta Mall / COD / Finance Department]

October 26, 2011 – January 26, 2012

Cashier