

💄 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 VILLAFRANCA

GENERAL VIRTUAL ASSISTANT

Education

BS in Computer Science Graduate 2007 - 2011

STI COLLEGE BALAGTAS

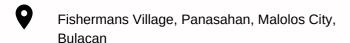
Completed Secondary Education 2002 - 2006

St. Paul College of Bocaue

Completed Elementary Education 1997 - 2002

St. Paul College of Bocaue

Contact



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

భి Skills

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

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

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