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| KELLY JOHN  FENEQUITO | | | | | | |
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| OBJECTIVE  Dynamic and organized professional seeking a Virtual Assistant role. With a proven track record in administrative support and excellent communication skills, I aim to streamline operations, enhance efficiency, and provide high-quality assistance to optimize the productivity of your team or organization. I am adept at handling diverse administrative tasks, managing calendars, coordinating meetings, and delivering exceptional customer service in a remote environment.  ADDRESS  Banica Mason, Roxas City Capiz  PHONE  +639999600708  EMAIL  Kjfenequito1@gmail.com  WHATSAPP  Kelly John Fenequito  +639999600708 |  | EXPERIENCE | |  | |
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| APR 2019-dEC 2021Customer Service Representative | Eperformax Contact Center & BPO | Roxas City, CapizJAN 2022-APR-2023Senior Agent |Eperformax Contact Center & BPO | Roxas City, CapizMay 2023-Dec2023Performance Analyst |Eperformax Contact Center & BPO | Roxas City, CapizJan 2024-JULY 2024Performance Development COACH |Eperformax Contact Center & BPO | Roxas City, Capiz Key responsibilities: planning and delivering effective instruction across various subjects and grade levels, assessing and monitoring student progress, and providing individualized support and intervention as needed. | | | |
| EDUCATION |  | | |
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| Capiz State University | Roxas City, Capiz  Bachelors Degree in Business Administration | | | |
| COMMUNICATION | | |  |
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| I am a results-oriented professional with a keen focus on communication, adept at articulating ideas clearly and effectively to diverse audiences. Known for fostering positive relationships and collaborating seamlessly across teams to achieve common goals. I am committed to leveraging strong communication skills to drive organizational success and enhance stakeholder engagement. | | | |
| LEADERSHIP | |  | |
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| As a Coach, I led a team of 15 call center agents, fostering a positive and productive work environment. Implemented motivational strategies and provided ongoing coaching to improve team performance, resulting in [specific achievement, e.g., increased customer satisfaction ratings or reduced average call handling time | | | |