



Liezl E. Simangan

GENERAL VIRTUAL ASSISTANT

"Be humble. Be hungry. And always be the hardest worker in the room." - Dwayne Johnson

PROFILE

A Virtual Assistant specializing in administrative support, calendar management, email management, web research, product research and optimal assistance. Giving my clients the best service possible, addressing problems, and building relationships to assure loyalty and growth. Exceptional organizational and administrative skills are part of my special skill set that also guarantees complete client satisfaction.

CONTACT DETAILS



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<https://www.facebook.com/neyco00h>



<https://www.linkedin.com/in/liezl-simangan-a17024195/>



<https://www.onlinejobs.ph/jobseekers/info/1364897>



<https://www.upwork.com/freelancers/~01d062747430f722e9>

EMPLOYMENT HISTORY

Customer Service Representative - Teleperformance Philippines

August 10, 2021 - November 7, 2022



- The worldwide leader in outsourced omnichannel customer experience management.
- Receives inquiries from the queue, documents customer concerns, create a case and email customers.
- Ensures prompt and proper resolution of customer inquiries by providing answers, and additional information, offer vouchers or escalating to organization to provide a solution according to defined procedures.
- Prepare report after shift.

Insurance Team Leader - Suzuki Auto Shaw

July 2016 - May 2018



- One of the top car dealerships in the Philippines.
- Responsible for overseeing the insurance operations of dealers under my supervision.
- Responsible for reviewing, checking, verifying, and reconciling the production and collection report per dealer both manual and system.
- Guides Insurance Coordinators in dealing with customers' concerns and recommendations to operational issues.
- Coach, train, and help develop Insurance Coordinators to attain objectives of the company's best interest.
- Generate action plans and programs to enhance the performance and productive capacity of ICs.
- Prepare presentation report.

Senior Insurance Officer / Service Admin - Suzuki Auto Shaw

July 2015 - July 2016



- One of the top car dealership in the Philippines.
- Prepare insurance quotations and send them via email and mail.
- Prepare insurance policies for brand-new cars and renewals.
- Follow-up call with customers for insurance renewals.
- Record daily reports and payments in Microsoft Excel and Dealer Pro.
- Prepare monthly reports and KPIs.
- Record daily sales Service Department.
- Submit monthly service report to Suzuki Philippines
- Most Improve Insurance Coordinator.

Insurance Coordinator - Suzuki Auto Shaw

August 2010 - June 2015



- Prepare insurance quotations and send them via email and mail to 4 different car dealers (Suzuki, Hyundai, BMW, Kia).
- Prepare insurance policy for brand new cars and renewals for all car dealership sister companies.
- Follow-up call with customers for insurance renewals.
- Record daily reports and payments in Microsoft Excel.
- Prepare monthly reports and KPIs.
- Generate a weekly report for in-house insurance companies and dealer operators.
- Other tasks were cashier reliever and document controller.
- Top Support Associates.

Telemarketer - Suzuki Auto Shaw

April 2010 - August 2010



- Setting an appointment for a car preventive maintenance schedule.
- Call 50 customers per day.
- Attends customer concerns and reports to the concerned person to assist.

- Record daily appointments and walk-ins.

Document Controller Reliever - Suzuki Auto Shaw

February 2, 2010 - April 2010



- Check and verify bank approval.
- Prepare bank PNCM document.
- Verify managers' cheques.
- Check all the documents and requirements submitted by the customers applying for a car loan.
- Consolidate documents for bank transmittal.
- Record and file credit applications.
- Prepare a report for the accounting department.

Skilled Worker - Rizal Experimental Station and Pilot School of Cottage Industries

January 2006 - February 2010



- High School and Vocational School
- Prepare and generate reports for School Division.
- Consolidate reports submitted by School Teachers.
- Assist the Head Teacher in everyday tasks.

PART TIME JOBS

Web Researcher (Freelance Remote Part-Time)

Nov 2022 - Dec 2022

- Research doctor information needed by the client.
- Create the summary report of the research and compile it.

Transcriber - Rev (Freelance Part-time)

March 2021 - August 2021

- Help people understand the human voice
- Transcribe audio into text format.

EDUCATION

BS Information Technology, Technological Institute of the Philippines

2001 -2008



- The Technological Institute of the Philippines (T.I.P.) is one of the country's premier technological, engineering, and computing higher educational institutions. It is a private non-sectarian stock school founded on February 8, 1962 by a group of educators headed by Engineer Demetrio A. Quirino, Jr. and Dr. Teresita U. Quirino. Using an outcomes-based educational

model with its locally and globally accredited programs, T.I.P. allows students to acquire industry-desired qualities and essential experiences that better equip them to be effective as soon as they enter the workforce or set up their own business.

SKILLS

Administrative Skills	Amazon Product Research for Online Arbitrage
Attention to Detail	Web Research / Data Entry
Reliable and Punctual	Social Media Management
Adaptability and Flexibility	Email Management
Active Listening	Calendar Management
Organizational Skills	Basic Graphic Design (Canva, Photoshop)
Communication Skills	Microsoft Office (Word, Excel, Powerpoint)
Problem Solving	Google Suites (Docs, Spreadsheets, Slides, Forms)
Computer Skills	Customer Service

COURSES ATTENDED

Product Sourcing for Online Arbitrage	2023
FB ADS	2021
How to Become a Virtual Assistant	2021
Email Management	2020
Schedule Management	2020
Internet Research	2020
Social Media Management	2020

TOOLS



REFERENCES

Name: John Jynell Motilla - CEO

Company: Your VABuddy Online Tutorial Services

Position: E-commerce Specialist

Contact Number: (+63) 966-7443288

Name: Roan Pegtuan

Company: Suzuki Auto Shaw

Position: Group Customer Retention Mgr

Contact Number: (+63) 916-7889787

Name: Marites P. Romen

Company: Department of Education

Position: Supervising Education Program Specialist

Contact Number: (+63) 998 9583978

Name: Aurora Cuneta

Company: Lica Auto Nations

Position: Sr. Insurance Manager

Contact Number: (+63) 917 8010175

Name: Jeffrey Reville

Company: Zendesk

Position: Support Engineer

Contact Number: (+63) 945 4362621

Name: Genevieve Acala

Company: RESPSCI

Position: Administrative Aide III

Contact Number: (+63) 921 7423673