

Lynne H. Egonio

Virtual Assistant

Virtual Assistant with more than 4 years of experience in handling administrative tasks such as maintaining email accounts, managing calendars and digital files, taking coaching call notes, creating dashboards/and other tracking tools using MS Excel and Google Sheets, and creating graphics for social media engagement.

WORK EXPERIENCE

Freelance Excel/Google Sheets Specialist

August 2019 - Present

Per project

- Record and compile data in an Excel/Google Spreadsheet and provide analysis, employing Excel/Google Sheets functionality to produce charts, graphs, and tables for other people in their company
- Created projects such as KPI tracker, Pipeline tool, agent productivity Tracker, etc.

Virtual Assistant/Social Media Manager/Graphic Artist

August 2019 - Present

Austin, TX

- Carried out secretarial duties such as preparing and sending call lists, and listening and transcribing coaching calls and sending them to the coaching clients
- Manage email accounts including but not limited to sending emails and communications to coaching clients including information about agent events, etc.
- Manage both Google and Outlook calendars (including but not limited to scheduling coaching calls, and/or expectations calls)
- ZOHO management
- Manage tracking tools such as call prep form, 4-1-1, GPS, etc.
- Zoom management: Zoom meeting creation and sharing registration updates
- GCI Checks: Pulls up membership application data and does GCI vetting
- Social media management: Social media calendar, Newsletters, Research, Content writing, and Graphic Creation
- Edited videos for event promotions, listings ads, and agent commendations

CONTACT

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SKILLS

Techniques:

Project Management
Email Management
Calendar Management
Social Media Management
Customer Service
Technical Support
Digital Files Management
Graphic Design
Video Editing

Tools and Framework:

MS Excel/Google Sheets
Adobe Photoshop,
InDesign, Lightroom,
Illustrator, Premiere Pro
Meta for Business
KW Command
ZOHO CRM
MS Outlook/Gmail
Slack
Skype
Contact Center
Graber
Salesforce CRM

- KW Command Management: Smart plans such as 36- and 48-Touches, and campaigns creations

Real-Time Analyst

September 2017 – June 2019

Conectys Philippines, Davao

- Real-time monitoring and forecasting calls volume
- Manage shift and break schedules of the agents
- Sent hourly and daily EOD Reports reflecting the accounts' and agents' KPIs

Senior Network Analyst

January 2017 – September 2017

Conectys Philippines, Davao (GuestTek)

- Provided product knowledge support to Junior Network Analysts
- Reviews tickets from Salesforce
- Coach agents for their performance if Team Lead is not available
- Manage team's break schedules

Junior Network Analyst

March 2016 – January 2017

Conectys Philippines, Davao (GuestTek)

- Provided technical support for hotel guests with their Wi-Fi/internet connection problems

Online ESL Teacher

May 2015 – February 2016

BIBO Global PH (Now Engoo)

- Taught students the basics of English grammar and pronunciation

Flex Trainer

June 2014 – December 2014

Expert Global Solutions (Now Alorica)

- Stand-in Product Specifics Trainer if the Trainer is not available

EDUCATION

ATENEO DE DAVAO UNIVERSITY

Bachelor of Science in Information Technology
Minor in Mathematics

REFERENCE

Rowena Dairo
Rowenadairo14@gmail.com

Inventory Support**December 2013 – June 2014**

Expert Global Solutions (Now Alorica)

- Scrubbed all the open cases made by agents
- Validated requests for adjustment of medical claims
- Sent EOD reports

Customer Service Associate**June 2013 – December 2013**

Expert Global Solutions (Now Alorica)

- Provided patients' healthcare insurance information such as eligibility, benefits, and claim status to healthcare providers