

MICHELLE ANN APILAR

General Virtual Assistant

Profile

Dedicated and adaptable professional with a passion for continuous learning and leveraging new technologies to enhance work efficiency. Seeking a dynamic work environment where I can apply my fast learning abilities to drive organizational growth, collaborate with colleagues, and gain valuable experience in the field.

Work Experience

Feb
2024
-
Aug
2024

KMC Mag Solutions, Inc.

Customer Service Representative

- In this role, I assist customers through email, live chat, and phone calls to address their inquiries, provide support, and resolve any issues they may encounter.

June
2023
-
Jan
2024

Alorica

Customer Service Representative

- In this role, I update customer records and handle product or service issues by understanding complaints, identifying problems, offering solutions, making necessary adjustments, and ensuring resolution through follow-up. Also as a technical support representative, I provide support for computer functions related to email usage, testing physical line signals, resolving network or internet connectivity issues, setting up modems, and troubleshooting browser-related issues.

Sep
2022
-
March
2023

Classic Savory

Receptionist & Cashier

- Professional receptionist with a passion for customer service and administrative support. Skilled in front desk management, appointment scheduling, and creating positive first impressions. Experienced in cash register management and processing payments.

Oct
2021
-
Aug
2022

Jollibee

Cashier

- In this role, I operate the cash register, handle customer orders and payments, and issue receipts for their purchases.

References

Reniel Diaz

KMC / TL

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Marjorie Dela Cruz

KMC / OM


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Education

Senior High school

Arellano University - Andres Bonifacio Campus

2020-2022

Expertise

Teamwork

Email Management

Calendar Management

Effective Communication

Adaptability & Flexibility

Project Management

Notion

Asana

Trello

Language

English