

MONICA F. SANTIAGO

Virtual Assistant

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PROFESSIONAL SUMMARY

Remote - ready professional with strong expertise in customer service and administrative support. Experienced in assisting executives with prospecting and creator outreach, managing calendars, coordinating meetings, and improving documentation processes in distributed teams. Recognized for clear and empathetic communication across phone, chat, and email channels, as well as adaptability in fast-paced virtual environments. Skilled in technical troubleshooting, multitasking, and organization, consistently delivering reliable, high-quality support.

WORK EXPERIENCE

Customer Service Representative / General Virtual Assistant

Mar 2026 – Aug 2026

Wing Assistant

- Resolved 30+ daily client concerns remotely via chat and email
- Scheduled and coordinated 20+ virtual meetings weekly using Calendly and Google Workspace
- Supported executives with prospecting and creator outreach, contributing to a 15% increase in client engagement

Customer Service Representative

Jan 2025 – Mar 2026

Sagility

- Handled 50+ inbound calls daily from elderly clients regarding health benefits
- Achieved a 95% customer satisfaction rating by providing empathetic and accurate support remotely

Virtual Medical Receptionist

May 2023 – Jan 2025

Boynton Physicians Group

- Scheduled 100+ patient appointments weekly and processed referrals with zero errors
- Completed prior authorizations and prescription refills, reducing turnaround time by 20%

Senior Frontline Support Representative

Apr 2022 – May 2023

Xtend Ops

- Processed 200+ transactions weekly including returns, exchanges, and refunds
- Delivered live chat support across multiple channels, maintaining an average response time under 2 minutes

Customer Service Representative

Jan 2021 – Apr 2022

IBEX Global Solutions Inc.

- Handled 80+ customer inquiries daily regarding orders, returns, and exchanges
- Achieved a 90% first-call resolution rate in remote support environments

EDUCATION

Bachelor of Science, Psychology

2021 – 2022

University of Bohol

Senior High School, Humanities and Social Sciences

2019 – 2021

University of Bohol

SKILLS

Remote Customer Service and Virtual Assistance

Administrative Support and Calendar Management

Remote Communication and Client Relationship Management

Technical Troubleshooting and Documentation Improvement

Multitasking and Process Optimization

Zendesk

Salesforce

Intercom

Kustomer

Zoom

Microsoft Teams

Slack

Guru

Notion

Calendly

Google Workspace

Stripe

LANGUAGES

English — Fluent

Filipino — Fluent

AWARDS AND ACKNOWLEDGEMENTS

Client Superstar

Recognized by client for outstanding performance and reliability in remote support.