Nikki Joy
Maralit

Contact

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City Batangas, Philippines
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Objective

To land a job where I can use my abilities and contribute in the growth of the company.

Education

AMA COMPUTER LEARNING
CENTER

Associate Graduate of Business
Information Management
2005-2007

Experience

April 2022-November 2022
General Virtual Assistant • GRIP SOLUTIONS INC

November 2021-April 2022
General Virtual Assistant • Magic Dedicated Assistant

April 2021-November 2022
Appointment Setter • Your Prospector

January 2015-April 2021
Customer Service Representative • The Results Companies

August 2011-January 2015
Customer Service Representative • Teletech Customer Care
Management

As a Customer Service Rep, I am responsible for handling calls from customers for a Telecommunication Company and Retention. Maintaining customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. Basic billing, both mobile and Internet troubleshooting. Activation of new prepaid service. Processing Bundled orders for Telephone and internet connection. Met all customer call guidelines including service levels, handling time, and productivity. Recommend products to customers, and thoroughly explained details. To avoid cancellation of their subscription.
Another key part of my job as a Virtual Assistant are Calendar management, appointment setting, file organization/record keeping,

web research, data entry, graphic design, video creation, social media management, and admin tasks.

Key Skills

Customer-service skills, active listening Skills: Empathy, Adaptability, Time management,
Computer Skills, People skills, Administrative Skills.

Software

Canva, Gmail Workspace, GSuite, Meta Business, Capcut Web, Monday.com, Bridge profit Convert(CRM), Gdrive, Loom, Zoom, Slack, Quill Bot, WhatsApp, Google, Calendly, Google Calendar, Microsoft 365, Wix.com, Grasshopper, Office Ally.

References

Available Upon Request

Nikki Joy M. Maralit
Virtual Assistant