



PATRICIA NICOLE JORDAN

VIRTUAL ASSISTANT



Contact



Duhatan St. Pinagtung-Ulan
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Skills

Administrative Skills



Problem Solving



Active Listening



Communication Skills



About Me

Passionate and detail-oriented individual seeking a Virtual Assistant position. Offering good communication skills with adaptation in multitasking prioritizing tasks for better outcome.



Education

SCIENCE TECHNOLOGY ENGINEERING AND MATHEMATICS

2021-2023

St. John Paul II College of Davao



Work Experience

Call Center Agent

Alorica Philippines, Inc.

June 2023- July 2024

- Developed expertise in financial products and services providing excellent customer service to clients
- Handles Inbound and Outbound call that applies problem solution to their finances
- Manage payment arrangements/ settlement for account maintainance
- Contacting leads to scheduling an appointment for their account at a reasonable time for account maintenance.
- Brief analyzation on the account that implies critical thinking for resolving billing issues and allowing additional fees adjustment
- Provides an overall quality service for dissatisfied customers with patience and respect