

RACHEL ARCE

Customer Escalation and Admin Expert

SUMMARY

Customer Escalation and Admin Expert with over 3 years of experience in administrative services across BPO, AI, real estate, and pet care industries. My expertise in customer service and back-office admin allows me to efficiently reduce your administrative workload, enabling you to focus on business growth and client engagement.

EDUCATION

Bachelor's Degree in Business Administration, Financial Management

- San Mateo Municipal College (2021-2023) 1st-3rd year
- ICCT Colleges Foundation, Inc. (2023-2023) 3rd year

CERTIFICATIONS

- Civil Service Professional Exam Passer - March 03 2023 Examination
- Excel Corporate Finance - LinkedIn Learning Certificate of Completion 2022
- Excel Essential Training (OFFICE 365/MICROSOFT 365) - LinkedIn Learning Certificate of Completion 2022
- Executive Assistant Skills - Allison online courses Certification number: 1949-22979377
- Graphic Design - Allison online courses Certification number: 1926-2503980
- Introduction to Search Engine Optimization (SEO) - Simplilearn

SKILLS

- Administrative Support, Customer Service, Virtual Assistance
- Social Media Management, Content Creation, Blog Writing
- Multitasking, Time Management, Client Communication
- Proficient in Tools: Freshdesk, Freshcall, Aircall, Frontapp, GoogleVoice, Ring Central, Microsoft Applications, Google Site, Google Sheets, Google Docs, Canva, Capcut, Social Media Platforms, ChatGPT, Trello, Slack, Scribe, WordPress, Monday.com, Gingr, Rover, Blogger, Gmail, Business Suite, Shopify

CONTACT INFORMATION

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- Location: Philippines
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PROFESSIONAL EXPERIENCE

General Admin and Customer Service Associate

CARE Foundation

July 2023 - July 2024

- Managed bookings, uploaded documents, and provided comprehensive customer service.
- Handled daily operations during an 8-hour graveyard shift, ensuring seamless communication for owners, 20+ staff, and almost 2000 clients.
- Created 10-15 reservations per day from 6 booking platforms for 3 business locations while updating client information and responding to 20-40 emails and messages.

Customer Escalation Back Office Specialist

Teleperformance

July 2021 - Sept 2023

- Handled 30-40 escalation cases and managed 40-50 emails and messages daily.
- Made 20-30 outbound calls to stakeholders including clients, business partners, and third-party services.
- Promoted to "Super Agent," efficiently handling all lines of business (LOBs), including inbound and outbound calls, post-case activities, and back-office tasks.

Admin AI Content Writer and Social Media Manager

Billion Euro Enterprise

May 2023 - Sept 2023

- Wrote and published 50 blogs and articles daily across platforms like Reddit, Quora, Medium, and WordPress.
- Created over 20 graphics and captions for social media posts and scheduled them on Facebook, Twitter, and Instagram.
- Managed the administrative back office for all blogs created, ensuring adherence to standard protocols for websites and social media.

Assistant Property Manager

Hearthstone Real Estate

Aug 2023 - Oct 2023

- Managed communication by handling 2 messaging software and 3 email accounts.
- Responded to 5-10 emails and messages daily, ensuring efficient operations.
- Maintained and updated property listings on 4 property platforms and websites, and input 4-8 new client details into Monday.com.