

# REXELL GRACE GAA

Cagayan de Oro City

Misamis Oriental, 9000

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## Professional Summary

Customer-focused professional with over six years of experience in customer service within the telecommunication, home décor, and home inspection sectors. Skilled in building relationships, resolving issues, and driving customer satisfaction. Currently pursuing an MBA to enhance strategic thinking and leadership abilities.

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## Experience

### Clatterbuck Home Inspections

*General Virtual Assistant*

*December 2023 – November 2024*

- Provided high-level administrative support, including appointment scheduling, email management, and data entry, ensuring smooth operations and timely results.
- Created and managed social media content to enhance brand visibility and engagement.
- Successfully multitasked and handled detailed tasks with precision, maintaining strong organizational skills and meeting deadlines consistently.

### Kathy Kuo Home

*Customer Success Representative*

*May 2020 – September 2023*

- Delivered exceptional service to clients, resulting in a 20% increase in customer satisfaction.
- Managed inquiries and resolved issues efficiently.
- Collaborated with internal teams to improve service offerings based on customer feedback.

## **Teleperformance**

*Customer Service Representative*

*March 2018 – May 2020*

- Managed customer interactions for a major US telco account, maintaining a high satisfaction score.
  - Resolved customer issues effectively, contributing to an increase in positive feedback.
  - Assisted new hires on customer service best practices and company policies.
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## **Education**

**Xavier University - Ateneo de Cagayan**

*Master of Business Administration (MBA)*

*Ongoing*

**Southern Philippines College**

*Bachelor of Science in Business Administration, Major in Marketing Management*

*Graduated: 2018*

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## **Skills**

- Customer Relationship Management (CRM)
  - Problem Solving and Conflict Resolution
  - Communication and Interpersonal Skills
  - Team Collaboration and Leadership
  - Time Management and Organizational Skills
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## **References**

Available upon request.