



THIMOTHY JOY TEORICA

VIRTUAL ASSISTANT/ADMIN ASSISTANT

A high talented, detail oriented, customer service, and admin assistant advocate with experience providing exceptional support and ensuring tasks are completed on time and with extreme confidentiality. Unique skills set offering administrative skills combined with ensuring 100% customer satisfaction.

CONTACT

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LinkedIn:

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EDUCATION

OFFICE MANAGEMENT TECHNOLOGY WITH SPECIALIZATION IN LEGAL OFFICE MANAGEMENT

Polytechnic University of the Philippines

Presidents Lister

Deans Lister

ACCOUNTANCY, BUSINESS, AND MANAGEMENT

APEC Schools, Inc.

with High Honors

SKILLS

- Service-oriented
- Eye for details
- Has sense of urgency
- Effective communicator
- Organize
- Committed
- Administrative Support
- Customer Service
- Reliable
- Email Management
- Multitasking
- Tech savvy
- Adaptability
- Time Management
- Client Support
- Phone Support
- Email Support
- Chat Support
- Tech Support
- Willingness to learn

SOFTWARE

- GSuite
 - Google Docs
 - Google Sheets
 - Google Slides
 - Google Form
 - Google Meet
 - Google Mail
 - Google Calendar
- Microsoft Word
- Microsoft Excel
- Microsoft PPT
- Microsoft Teams
- Salesforce
- Outlook
- Slack
- Ring Central
- Zoom
- Skype
- Calendly
- Canva
- Notion
- LastPass
- 1Password

WORK EXPERIENCE

Virtual Assistant

Freese Agency LLC

June 2023 - February 2024

- Administrative Tasks
- Data entry
- Email Management
- Calendar Management
- File Management
- Use of Outlook, Ring Central, and EZLynx for assisting customers
- Took inbound and outbound calls
- Quote a Policy (Home, Auto, and Umbrella)
- Process Endorsements for Home, Auto, and Umbrella Policy on different carrier websites
- Use Excel, Google Docs, and MS Word for sending an Email Presentation to the Client
- Uploading/Downloading Documents
- Research the property for Quoting a Home Policy.

Subject Matter Expert/ Email & Client Support

Teleperformance Philippines
December 2022 - June 2023

- Oversaw a team of Customer Service Representatives and provide support when needed.
- Acted as a Sub-Supervisor when Supervisor is not around.
- Listened/graded calls/tickets and upload Call Monitoring for coaching.
- Answered customer's requests and inquiries through email and Salesforce as well.
- Answered Client's inquiries and requests through Outlook/MS Teams.
- Use Excel, Google Sheets, and Google Docs (also familiar with G Suite) for escalated cases and make sure it's organized so the client will be able to clearly see what needs more attention.
- Attended meetings with clients every week to make sure that the quotas or metrics are met/Process update and team goals.
- Engaged with clients through Outlook and MS Teams/Zoom.

Customer Service Representative

Teleperformance Philippines
October 2020 - December 2022

- Promptly handled an average of 30 calls per day.
- Quickly triaged incoming calls, and escalated calls when necessary.
- Documented every Customer Interactions while speaking with them on the phone to reduce on-boarding time and able to answer the next call incoming as quick as possible.
- Always met the quota and metrics set by team lead every month with a passing attendance rate, making me the Top 3 Agent in the whole site last February.
- Handled inbound and outbound calls, answered customer's requests and inquiries through email as well.
- Meeting with the whole team in Slack

Sales Representative

VXI Philippines
February 2020 - September 2020

- Maintain customer accounts and record account information.
- Make product recommendations or services to customers based on their needs and preferences.
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.

REFERENCE

Wilma Mae Navarra
Team Lead, Teleperformance
Phone: 0975 764 6149

Horizon Lim
Data Analyst, Teleperformance
Phone: 0916 624 6202