Anna Margarita Peterson-Biolena

ABOUT ME

I have been in the Business Process Outsourcing industry since 2010. I'm confident in my ability to make anything I put my mind into. I have a passion for excellence. I work positively and efficiently. Extremely motivated to constantly develop my skills and grow professionally. I am an enthusiastic, highly motivated person who pays great attention to details.

CONTACT

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VIRTUAL ASSISTANT SKILLS

- Flexible Administrative Skills
- Database management
- Design and Layout Marketing Materials
- Internet Research
- Prepare Presentations
- Basic photo editing
- File organization
- Expertise in Google products, Microsoft offices and other Virtual Assistant software tools

CUSTOMER SERVICE, TECH SUPPORT & SALES REPRESENTATIVE SKILLS

- Clear Phone, Email and Live Chat Communication
- Situation Evaluation and Attentiveness
- Empathy Ability
- Persuasion Skills
- Time Management and Flexibility
- Closing Ability
- Troubleshooting
- Determines eligibility by comparing client information to requirements.
- Informs clients by explaining procedures; answering questions; providing information.

CREATIVE SKILLS

INTEREST

- DIY
- ANIMAL RESCUE
- GRAPHIC DESIGN
- RESEARCH

EDUCATION

Graduate of Bachelor of Science in Business Administration, major in **Marketing Management**
Philippine School of Business Administration, 2013

APPLICATION & TOOLS

Microsoft & Google ●●●●○

Canva ●●●○○

Adobe Photoshop ●○○○○

Email & Chat Software tools ●●●●●

Business Apps & Digital Storage ●●●●○

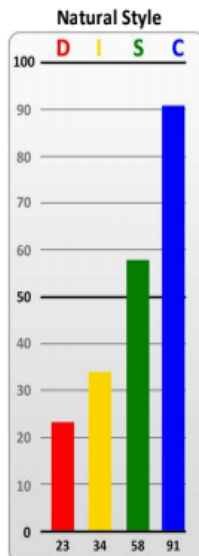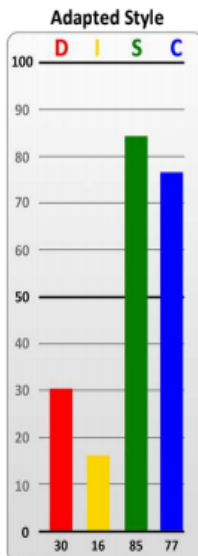Communication ●●●●●

SPECIALIZATION

- Complaint Handling
- Multi-tasking
- Troubleshooting
- Conflict Resolution
- Data Entry
- Records Management
- Policy or Account Changes
- Maintains an accurate shift report
- Creates layout from scratch

PERSONALITY HIGHLIGHTS

- Cheerful disposition
- Neat and well-organized
- Motivated by problem solving
- Independent worker
- Works well with deadlines

DISC PERSONALITY

Dominance, Influence, Steadiness, and Conscientious.

Adapted Style

D	I	S	C
30	16	85	77

Natural Style

D	I	S	C
23	34	58	91

Summary of ANNA MARGARITA's Motivation

Values	Score	Ranking	Percentile Score
Aesthetic	73	1	
Economic	66	6	
Individualistic	45	5	
Power	41	3	
Altruistic	31	2	
Regulatory	35	4	
Theoretical	56	7	
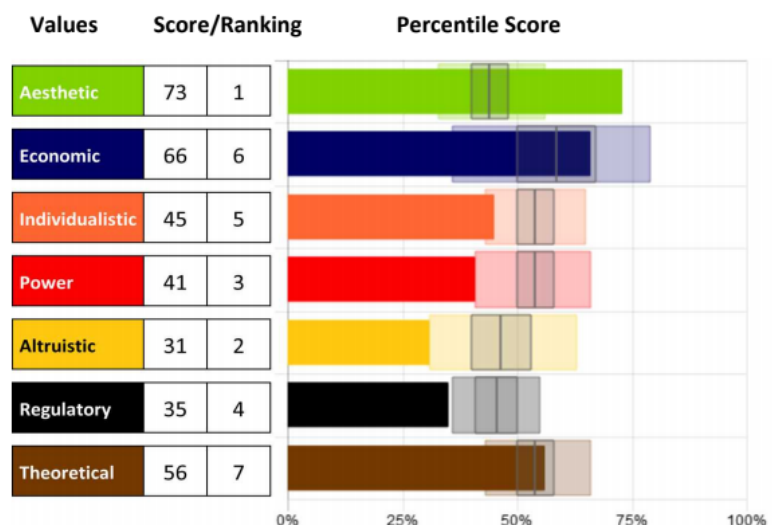
WORK EXPERIENCES

2019

PATIENT ENROLLMENT   HOME BASED
AJT Diabetic Countrywide Medical | January 2019 to current

- Assist patients with refilling their orders
- Assist patients with their inquiries
- Assist with special projects and any other duties as assigned by manager.

2017

RESTAURANT FINANCE OFFICER & SHIFT MANAGER
Shakey's Pizza Parlor | July 2017 to March 2019

- Developing an in-depth knowledge of organizational products and process
- Being a key point of contact for other departments on financial and accounting matters
- Reconciling daily, monthly and yearly transactions.

2016

TECHNICAL SUPPORT ASSOCIATE
MasterCard Connect | May 2016 to March 2017

- Assist user with access in MasterCardConnect.com using RSA SecurID and password
- Application Trouble Shooting
- Handled Inbound, Outbound, Chat and E-mail inquiries of Issuers

2013

SALES, REORDER, PATIENT ENROLLMENT REPRESENTATIVE
Arriva Medical an Alere Company Philippines | December 2013 to January 2015

- Assist patients with refilling their orders
- Assist with special projects and any other duties as assigned by manager.
- Assist patients with their inquiries

2010

SUBJECT MATTER EXPERT, SALES REPRESENTATIVE AND CUSTOMER SERVICE
1800-Flowers.com | 2010 to 2012

- create training materials
- Very good telephone etiquette
- Able to resolve all complaints of customer

A DEEPER LOOK AT THE FOUR DISC Styles

Below is a chart to help you understand some of the characteristics of each of the Four Basic DISC Styles, so you can interact with each style more effectively. Although behavioral style is only a partial description of personality, it is quite useful in describing how a person behaves, and is perceived, in personal, social and work situations.

	HIGH DOMINANT STYLE	HIGH INFLUENCING STYLE	HIGH STEADY STYLE	HIGH CONSCIENTIOUS STYLE
Tends to Act	Assertive	Persuasive	Patient	Contemplative
When in Conflict, this Style	Demands Action	Attacks	Complies	Avoids
Needs	Control	Approval	Routine	Standards
Primary Drive	Independence	Interaction	Stability	Correctness
Preferred Tasks	Challenging	People related	Scheduled	Structured
Comfortable with	Being decisive	Social friendliness	Being part of a team	Order and planning
Personal Strength	Problem solver	Encourager	Supporter	Organizer
Strength Overextended	Preoccupation on goals over people	Speaking without thinking	Procrastination in addressing change	Over analyzing everything
Personal Limitation	Too direct and intense	Too disorganized and nontraditional	Too indecisive and indirect	Too detailed and impersonal
Personal Wants	Control, Variety	Approval, Less Structure	Routine, Harmony	Standards, Logic
Personal Fear	Losing	Rejection	Sudden Change	Being Wrong
Blind Spots	Being held accountable	Follow through on commitments	Embracing need for change	Struggle to make decisions without overanalyzing
Needs to Work on	Empathy, Patience	Controlling emotions Follow through	Being assertive when pressured	Worrying less about everything
Measuring Maturity	Giving up control	Objectively handling rejection	Standing up for self when confronted	Not being defensive when criticized
Under Stress May Become	Dictatorial Critical	Sarcastic Superficial	Submissive Indecisive	Withdrawn Headstrong
Measures Worth by	Impact or results Track record	Acknowledgments Compliments	Compatibility Contributions	Precision, Accuracy Quality of results

Adapting in Different Situations: AT WORK

DOMINANT STYLE

HELP THEM TO:
- More realistically gauge risks
- Exercise more caution and deliberation before making decisions
- Follow pertinent rules, regulations, and expectations
- Recognize and solicit others' contributions
- Tell others the reasons for decisions
- Cultivate more attention/responsiveness to emotions

INFLUENCING STYLE

HELP THEM TO:
- Prioritize and organize
- See tasks through to completion
- View people and tasks more objectively
- Avoid overuse of giving and taking advice
- Write things down

STEADY STYLE

HELP THEM TO:
- Utilize shortcuts and discard unnecessary steps
- Track their growth
- Avoid doing things the same way
- Realize there is more than one approach to tasks
- Become more open to some risks and changes
- Feel sincerely appreciated
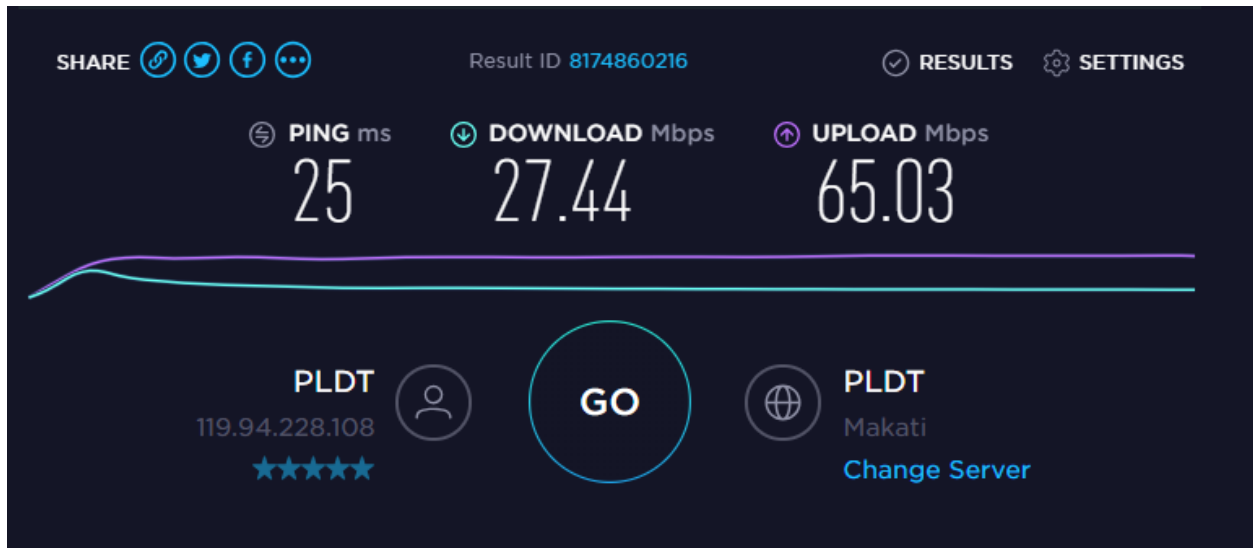- Speak up and voice their thoughts and feelings

CONSCIENTIOUS STYLE

HELP THEM TO:
- Share their knowledge and expertise with others
- Stand up for themselves with the people they prefer to avoid
- Shoot for realistic deadlines and parameters
- View people and tasks less seriously and critically
- Balance their lives with both interaction and tasks
- Keep on course with tasks, less checking
- Maintain high expectations for high priority items, not everything

INTERNET SPEED TEST RESULT

SHARE 🔗 🐦 f ⋯   Result ID **8174860216**   ✓ RESULTS   ⚙ SETTINGS

⟳ **PING** ms   ⊙ **DOWNLOAD** Mbps   ⬆ **UPLOAD** Mbps
25   27.44   65.03

PLDT   👤   **GO**   🌐   PLDT
119.94.228.108   Makati
★★★★★   **Change Server**

DESKTOP SYSTEM REQUIREMENTS

Windows edition

Windows 10 Education

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Windows 10

System

Processor:	Intel(R) Core(TM) i5-2500 CPU @ 3.30GHz 3.30 GHz
Installed memory (RAM):	8.00 GB
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name:	MEOWMYWORKS	🛡Change settings
Full computer name:	MEOWMYWORKS	
Computer description:	MEOWMYWORKS	
Workgroup:	WORKGROUP	

Windows activation

Windows is activated   Read the Microsoft Software License Terms

Product ID: 00328-10000-00001-AA582   🛡Change product key

BACKUP INTERNET SERVICE & GENERATOR