

# **PERSONAL PROFILE**

I am an experienced Virtual Assistance seeking employment with a company where I can grow professionally and personally. And to use my skills in the best possible way for achieving the company's goals.

#### **CONTACT INFORMATION**

Phone: +639281821880

Email: tesalunaelkie@gmail.com Address: Davao City, Philippines

#### **WORK REFERENCE**

Prince Aljon Arambulo 09566930381

Email Associate/Virtual Assistant

Jallal Malaguia 09125393464

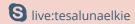
Teacher @ University of Southern Mindanao

## **EDUCATION**

#### **FAR EASTERN UNIVERSITY**

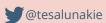
BSBA MAJOR IN INTERNAL AUDITING - 2015 NICANOR REYES SR., ST. SAMPALOC MANILA, SAMPALOC

#### **SOCIAL MEDIA**



f /elkiecline

(c) @tesalunakie



# ELKIE TESALUNA

# VIRTUAL ASSISTANT

#### **CAREER SUMMARY**

#### **Freelance**

- Edits Video using filmora9
- Edits photo using Canva and Adobe Photoshop
- Creates social media campaign using Canva

## **Compare A Quote**

#### **APPOINTMENT SETTER | NOV 2017 - AUGUST 2019**

- Sets appointment for Car and Home Insurance
- Customer Service
- Trains and handles outbound and inbound agents
- Monitor calls of agents from time to time
- Send daily, weekly, and monthly report to client
- Conduct one on one coaching to agent

#### **Alorica**

# **CUSTOMER SERVICE REP | JULY 2017 - JULY 2018**

- Handles billing, Sales, and Technical Support for T-mobile
- Customer Service
- Inbound and Outbound calls
- Handles trainees as their support

#### **Sutherland Global Services**

# CONSULTANT | SEPT 2015 - JUNE 2017

- Handles Billing, Sales, and Technical Support for AT&T
- Customer Service
- Inbound and Outbound calls
- Chat support

#### **SKILLS**

- Sales
- Appointment Setting
- Customer Service
- Email Support
- Phone Support
- Technical Support
- Video and Photo Editing
- Admin Task