



ELKIE TESALUNA

VIRTUAL ASSISTANT

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

 live:tesalunaelkie

 /elkiecline

 @tesalunakie

 @tesalunakie

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

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