



VANGELINE YAPCHIONGCO

EXECUTIVE VIRTUAL ASSISTANT

WEBSITE: [HTTPS://629C825DA4B51.SITE123.ME/](https://629c825da4b51.site123.me/)



PERSONAL PROFILE

I have more than one year experience as an Executive Virtual Assistant. I am motivated and highly professional with 6 years of experience in the United Arab of Emirates as a Senior Travel Consultant, as well as 7 years of experience in the BPO Industry. I am conscientious, a hard-working team player, meticulous and highly organized.



HIGHLIGHTED SKILLS

- Excellent verbal and written communication skills
- Exemplary planning and time management skills
- Ability to multitask and prioritize daily workload
- Knowledge on online calendars and scheduling
- Data / Online Research



CONTACT INFORMATION

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EDUCATION

Saint Louis University

BSC - Marketing

March 2000



WORK HISTORY

Executive Virtual Assistant

Freelance

Dec 2021 - Jan 2023

- Respond to emails and phone calls
- Schedule meetings/appointments
- Conduct online research
- Create content and graphics to post on social media channels.
- Handle social media account
- Handle Online business of my client

Executive Virtual Assistant - Project Base

Delta Consults Services

Nov 2022 - Dec 2022

- Website Creation
- Content Research
- Content Creation
- Logo Design
- Handle social media account

ESL Teacher

51 Talk

Oct 2020 - May 2022

- Teach Chinese learners English in fun online video lessons.
- Evaluate the learner's performance based on set guidelines.



WORK HISTORY

Customer Service Agent

Quantrics Enterprise
Nov 2020 to Jan 2022

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Responded to support requests from end users and patiently walked individuals in troubleshooting tasks.

Customer Service Representative

Afni Philippines
Mar 2020 - Sep 2020

- Assisted customers with product selection based on stated needs, proposed use and budget.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Responded to support requests from end users and patiently walked individuals in troubleshooting tasks.

Senior Travel Consultant

Asian Gulf Travel
Oct 2013 - Nov 2019

- Handled Corporate Accounts as well as walk-in clients.
- Issue tickets, process refund and re-issue using Galileo (Smartpoint).
- Issue Hotel bookings (using GTA, Lots of Hotel & 24x7 rooms) and arrange tour package.
- Issue Travel Insurance and dummy bookings.
- Communicated with clients to confirm itineraries.
- Processed UAE Visa and provided information about Visa Requirements.
- Assessed client needs and recommended appropriate services to meet preferences and budget.
- Handled sensitive personal data with discretion, including credit cards, date of birth and home addresses.
- Responded to clients' questions, issues, and complaints.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Supervised payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.

Travel Consultant

Sitel
Sep 2012 - Oct 2013

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Entered customer interaction details to track requests, document problems and record solutions offered..
- Researched issues through identification of similar past problems and recommended most appropriate solution
- Resolved customer complaints and addressed emergency requests and needs.

Customer Service Representative

Sykes Marketing Services
Oct 2007 - May 2012

- Built and provided basic end-user troubleshooting.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Increased sales by educating prospects on benefits of products and services in comparison to competitors.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base