



# Popcee Quijano

**General Virtual  
Assistant/Executive Virtual  
Assistant/ Customer Service  
Representative**

*My aim is to embrace the clients company mission, and I support it with my talents, skills, and my passion to do hard work.*

*I will accompany them to reach their extensive revenue goals and other business objectives to have positive profit income in a long term.*

*I will help them to create a values that make the company a difference everywhere we engage. I will ensure a good and positive relationship with them all times.*

## CONTACT ME

-  Poblacion Buug, Zamboanga  
Sibugay, Philippines
-  quijanopopcee@gmail.com
-  quijanopopcee@gmail.com
-  +639978496482
-  [www.linkedin.com/in/popcee-  
quijano-15066825b](https://www.linkedin.com/in/popcee-quijano-15066825b)

## EDUCATION

**School: 2007-2011**  
**High School: Western Mindanao State  
University-Zamboanga City.**  
**Course:**  
**AB Political Science - Graduate**

## SKILLS

Multi-Tasking	<div><div></div></div>
Time Mgmt	<div><div></div></div>
Communication Skills	<div><div></div></div>
Organization Skills	<div><div></div></div>
Customer Service	<div><div></div></div>
Social Media Mgmt	<div><div></div></div>
Calendar Mgmt	<div><div></div></div>
Email Mgmt	<div><div></div></div>
General Research	<div><div></div></div>
Tech Savvy	<div><div></div></div>

## WORK SUMMARY

### TSR/CSR Specialist

April 2018 - September 2018

#### Concentrix Corporation

- Providing assistance to Medical Providers/Doctors for their patient's medical plans and benefits
- Providing assistance to Medical/Doctors for their claims to be paid.



### TSR/CSR Specialist

October 2018 - January 2020

#### Concentrix Corporation

- Providing assistance to our customers' technical issues through identification of problems, research on answers, and subsequent provision of guidance.
- Support in the development of programs to educate customers on best practices, and the correct use of the platform.
- Understanding and addressing the customers' concerns by recommending services or accurate procedures.
- Troubleshooting blockers and challenges in completing routine
- Evaluation of systemic issues, root cause analysis, and communication of problems to recommend enhancements.
- Completing both routine and ad-hoc tasks



### Team Leader Role

February 2020 - December 2022

#### Concentrix Corporation

- Managing the team to meet clients target needs.
- Coordinate with the necessary departments for collection related issues.
- Provide support to Collections data/tool maintenance and update.
- Monitor sending of collections report in Excel
- Prepare simple collections report in Excel
- Support collections team by extracting data in collections database



## TOOLS

### DESKTOP PRODUCTIVITY APPS:

- Microsoft Office Word, Excel, Powerpoint
- MS Forms
- Google Docs, Sheets, Slide
- Google Drive
- Gmail - Personal
- Google Maps
- WPS Office

### COMMUNICATION PLATFORMS:

- Google Meet
- MS Teams
- Zoom
- WhatsApp
- Slack
- Telegram
- Skype

### SCHEDULING TOOLS:

- Calendly
- Google Calendar

### EDITING TOOLS:

- CANVA

### CRM TOOLS:

- Einstein 360 (Comcast Xfinity CRM)

### SOCIAL MEDIA:

- Facebook, IG, Tiktok, LinkedIn

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**Character References:**

**Name:** Norberto dela Cruz  
**Position:** Operations Manager - Concentrix  
**Contact #:** 09175551032

**Name:** Teoddy Neil Lloren  
**Position:** Trainer - Concentrix  
**Contact #:** 09477655140

**Name:** Juliet Sabas  
**Position:** Team Leader = Concentrix  
**Contact #:** 09687511887

**Name:** Kimberly Jimenez  
**Position:** Team Leader - Concentrix  
**Contact #:** 09695334009

**Name:** Merry Pardillo  
**Position:** Floor Support - Concentrix  
**Contact #:** 09913189924