



GENERAL VIRTUAL ASSISTANT

FRANCIS NOEL RUMOL

GET IN CONTACT

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PERSONAL PROFILE

A customer service advocate and a Virtual Assistant with experience providing great support and ensuring tasks are done on time and with extreme privacy. Strive to satisfy all client expectations in fast-paced, virtual situations by following established policies and practices.

AREAS OF EXPERTISE

- Social Media Management
- Email Management
- Order Management
- Transcription
- Basic Graphics Designing
- Basic Video Editing
- Real Estate Conveyancing Assistant
- Customer Service
- Data Entry

OTHER SKILLS

- Flexibility
- Organization Skills
- Creativity
- Responsibility
- Detail oriented

WORK EXPERIENCE

Previous Employer: Global Officeworks

Previous Job title: General Virtual Assistant

Period: May 19, 2020 – June 17, 2022

Responsibilities:

- Handling two clients
 - Retail business owner
 - Licensed conveyancer
- Administrative Assistant
- Order Fulfillment Creation
- Invoice Keeping
- Email Management
- Social Media Management
- Graphic Designer (basic)
- Video Editing (basic)
- Audio Transcription

Previous Employer: ValueLabs Philippines

Previous Job title: Customer service representative

Period: March 29, 2016 – December 25, 2016

Responsibilities:

- Taking inbound calls from customers in the United Kingdom who have requests, complaints, and inquiries
- Helping customers place their orders
- Helping customers on website navigation – walk through
- Resolving customers' issues and/or concerns such as: wrong delivery, delayed orders, shipped to different address, damaged items received, etc.
- Checking order status

Previous Employer: Convergys Corporation Philippines

Previous Job title: Customer service representative

Period: October 20, 2014 – March 12, 2016

Responsibilities:

- Taking inbound calls from customers in the USA who have requests, complaints, and inquiries
- Process payment transactions over the phone
- Answer subscribers and non-subscribers billing, product and promotion questions/inquiries
- Troubleshooting (basic) customers' devices technical or network concerns

EDUCATIONAL BACKGROUND

NEGROS ORIENTAL STATE UNIVERSITY

Bachelor of Science in Business Administration
Major in Financial Management
School Year 2017 – 2020