

## Girlye Marie Suazo

Virtual Assistant

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## WORK EXPERIENCE

### **Customer Service Representative**

#### **Unlimited Ink Notary – Work from home**

**April 2023 – November 2023**

- email management
- inbound and outbound calls
- monitor schedule of each order are updated
- data entry
- work with management to stay updated with procedures
- monitor tracking via FedEx and UPS
- input signing order details in the tracker for escalation
- escalate issues to relevant internal team and ensure appropriate action is provided
- review documents for Quality Assurance
- schedule and assign notary public to a Signing order request

TOOLS: SigningOrder, gmail, ZOOM

### **Customer Service Representative**

#### **Install and Fix Solutions - Brendale QLD**

**October 2019 to April 2023**

- provide customer service support to clients asking for update in relation to their warranty repair
- data entry - input customer details requesting for warranty repair
- data entry - input and update customer information when a schedule is set for the repair
- update database of customer's information (when needed) which includes full name, contact number and address where the appliance is located update fault/issue of appliance
- allocate jobs to service centers
- assist service technician when they need to order parts for the repair, when they need to increase payment due to different causes subject for approval
- direct customer's call to right department if unable to assist customer's query
- update jobs and make sure it is being attended
- close job for service technicians once repair is complete cancel job when no longer required or when advised to
- does ad hoc tasks for the account manager when needed
- email management
- provide basic trouble shooting steps for customers
- inbound and outbound calls
- answer customers query via ZENDESK
- provide basic troubleshooting steps for customers that need hel

TOOLS: gmail, BEEHIVE and ZENDESK

### **Virtual Assistant**

#### **Delonix Marketing Corporation**

**January 2019 to April 2019**

- Provide general VA tasks
- Assists in sourcing candidates via LinkedIn

- Work on ad hoc tasks as provided by client
- Lead Generation
- Email management
- Provide reports and updated sheet on sourced candidates

### **Talent Acquisition Specialist**

#### **Career China**

#### **December 2017 to November 2018**

- Sourcing Candidates
- send email invites for a position via Indeed Resume Search (also ZipRecruiter)
- upload candidate resume on database
- maintain up to date candidate's profile on our database accurately and on a timely manner
- respond to candidates query
- email management Schedule Interview
- send questionnaire to candidates
- schedule candidates for interview with senior recruiters
- reschedule interview per candidates' request
- do follow-up in case candidate is a NO SHOW on the scheduled interview

**\*\*Database used: BreezyHR, Jobvite, Outlook, TextRecruit and PROME\*\***

### **Virtual Assistant**

#### **January 2017 to September 2017**

- Provide general VA responsibilities
- Manage CRM
- transcription
- email management \*do research
- data entry
- client survey via phone

### **Certification Specialist**

#### **NCR CORPORATION**

#### **June 2010 to September 2016**

- Send daily reports to managers here in PH, Territory Managers in the US and our Director.
- Email our customer engineers of any missing serial numbers on any machines they have worked on that day or the past 60 days.
- Make sure that serial numbers for newly installed machines are being input to our database otherwise NCR cannot bill its clients.
- Provide customer support to our engineers as well such as answering their inquiry via email or phone.
- Send customer engineers their certification when needed. Field Solutions (Project Scheduler)
- Does pre-call, meaning, to call our customer engineers and remind them of their scheduled install. This is done 2 days prior to the install date.
- Make sure our customer engineers are on the site an hour before the install is done.
- Send them necessary documents.
- Do basic troubleshooting.
- Call the customer engineer for an hourly update regarding their install.
- In cases where our own Customer Engineers are a NO SHOW during installation, I call for local engineers in the area for back up.

### **Recruitment Specialist (CRI)**

#### **123TEN Inc**

#### **September 2007 to January 2009**

- Recruitment Specialist (Connors Group)
- Lead Generation

### **Customer Representative**

#### **ETECARE GLOBAL SOLUTIONS**

#### **October 2005 to September 2007 (AOL)**

- Customer Representative (INTUIT)

**Secretary**

**TT&SONS INC**

**July 2004 to March 2005**

## **Education**

Bachelor of Science in Commerce in Business Administration

UNIVERSITY OF SAN JOSE RECOLETOS

Secondary Education

ST. JOSEPH'S ACADEMY

Elementary Education

ST. JOSEPH'S ACADEMY

Preparatory Education

ST. JOSEPH'S ACADEMY