

Precious Jana Nichelle Palas

Virtual Assistant / Customer Service Representative / HR Assistant

 preciouspalas.va@gmail.com  +63 915 786 7352  Philippines



Qualifications

Soft Skills

- Great Communication
- Time Management
- Organized
- Adaptability
- Problem-Solving
- Attention to Detail

Technical Skills

- Proficiency in Microsoft Office and Google Document
- Calendar Management
- Email Management
- Data Entry
- Phone Handling
- Graphic Design
- Payroll

About me

My goal as a virtual assistant is to reduce the business' and/or companies' workload by assisting them by handling anything that can be done online that takes up majority of my client's time and to help them focus on the crucial aspect of their business.

Education

BS in Accounting Information System

ABE Intl. Business College
2020 - 2021

Accounting, Business and Management

Sacred Heart University
2018 - 2020



Work Experience

ETZ BPO

General Virtual Assistant

Love's Home Health Care

Las Vegas, NV

- Support CEO with diverse tasks
- Payroll
- Phone Handling (Customer Service; Point of Contact; Inbound and outbound calls)
- Assist in recruitment
- Billing/Invoicing
- General Online Assistance (Email management, Scheduling, and graphic design)
- Scheduling

Feb
2023
-
current

One You Love Home Care

Nashville, TN

- Screen Applicants
- Conduct Phone Screen Interview
- Assist applicants with their onboarding papers
- Social Medio Management
- Graphic Design
- Scheduling

VXI Global Solutions

Technical Support Representative

Comcast Xfinity BPO - Philippines

- Delivered technical support for internet, cable, and telephone services.
- Guided customers through troubleshooting and resolved issues efficiently.
- Upsold products and services to enhance customer satisfaction.
- Navigated multiple tools to verify and address inquiries promptly.

July
2022
-
Nov
2022

51Talk & English Academy

Online ESL Teacher

- Taught English to students of various ages from China and Korea.
- Developed language skills for communication, education, and professional needs.
- Adapted teaching methods to suit diverse age groups and learning goals.
- Strengthened attention to detail, multitasking, and communication skills.

Oct
2021
-
Mar
2022