



PERSONAL DETAILS

Born: October 29, 2000
Nationality: Filipino
Language: English / Tagalog
Address:
Alfonso, Cavite
Philippines, 4123

CONTACT

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EDUCATION

BSBA in Financial Management
S.Y. 2018–2022
Cavite State University

SKILLS AND TOOLS

- ✓ Document and Report Presentation via: MS Office 365
- ✓ Database Management via CRM Software: Zendesk, Salesforce
- ✓ Project / Calendar Management via: Asana, Monday, G–Suite
- ✓ Applicant Tracking System via: Trello, TeamTailor,
- ✓ Telephony Systems via: Avaya, Cisco, AWS
- ✓ Financial Management and Bookkeeping via: Xero
- ✓ Collaboration and Video Conferencing via: Slack, Zoom, Microsoft Teams, G–Meet

RAJIL LECAROS

✓ VIRTUAL CSR / EXECUTIVE ASSISTANT

ABOUT ME:

I am a seeker of collaborative environments, committed to continuous learning and adaptability. I aim not only to achieve personal success but strive to find opportunities in organizational challenges where others see obstacles.

PROFESSIONAL EXPERIENCE

✓ EXECUTIVE ASSISTANT to the CEO Sept. 2022 – Oct. 2024 *My Nursera: (Int'l)*

- Handling HR tasks as needed: reminding employees to complete attendance logs for accurate processing and release of payroll.
- Maintaining customer accounts by monitoring their billings, creating and sending out invoices and collecting payments.
- Communicate with potential tenants to provide registration and departure information and prepare tenancy agreements.
- Research and send emails to potential clients for lead generation
- Track and maintain relevant data metrics.
- Answer occasional phone calls from the team, respond to emails and texts and arrange personal meetings for the executive staff.
- Organize and prioritize the VP's tasks and projects, strictly abiding by the deadlines.
- Utilize various channels and methods to source potential candidates, including job boards, social media, and/or networking.

✓ SR. OPERATIONS REPRESENTATIVE Apr. 2020 – Sept. 2022 *Capital One: (Int'l)*

- Serve as the first point of contact via phone and listens attentively to customers in order to address issues / questions responsibly.
- Updates account information, as requested by the customer.
- Assist customer in investigating and clearing fraud and dispute concerns and perform identity verification procedures to secure account protection and maintain confidentiality
- Displays expertise in product and service knowledge and adheres to company policies and procedures.
- Process transactions, such as deposits, withdrawals, transfers, payments, and loan and credit card applications.
- Achieve Key Performance Indicators (KPIs) such as customer satisfaction scores, call handling times and resolution rates.

TRAININGS/CERTIFICATES

✓ Transaction Coordination May 2024 *Brivity VA – (Virtual)* *Remarks: Passed with Certificate*

CHARACTER REFERENCE

– Available upon request.