



Samantha Alfonso

VIRTUAL ASSISTANT

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👍 Samantha Genesis

📍 samantha.alfonso.2005@gmail.com

✉ Cavite, Philippines

📷 777shinobi_

SKILLS

- Critical thinking
- Effective communication
- Team Player
- Customer Service
- Communication Skills
- Skills managment

EDUCATION

FRANCISCO E. BARZAGA MS

- Primary school 2014-2017

FRANCISCO E. BARZAGA IHS

- Secondary Education 2018 - 2023

REFERENCE

Diana Rose Mejorda
Dianamejorada05@gmail.com
Jaizee Abraham
jaizeenabraham@gmail.com

SUMMARY

I am a passionate and results-driven Virtual Assistant with a solid background in customer service and executive assistance. Over the past two years, I've gained hands-on experience in managing customer interactions, resolving disputes, and ensuring client satisfaction.

WORK EXPERIENCE

EXECUTIVE ASSISTANT

- Organized and maintained complex calendars, scheduling meetings, court dates, and appointments to optimize executives' time.
- Managed email communications, prioritizing urgent messages for legal team

GENERAL VIRTUAL ASSISTANT

- Facilitated round table discussions and meetings, ensuring smooth coordination and follow-up on key action items.
- Conducted targeted email outreach campaigns to engage potential clients, improving brand visibility and lead generation.

CUSTOMER SERVICE ASSOCIATE (CREDITONE BANK)

- Assist card members inquiries related to credit card accounts, billing and payment processing.
- Provide guidance on account management, credit limit, and card interest.

CUSTOMER SERVICE ASSISTANT (DOORDASH)

- Address customer inquiries regarding orders, deliveries, and account settings.
- Resolve issues related to delivery delays, cancellations, or incorrect orders.