

KARYNTHIA AUBA DAVID

VIRTUAL ASSISTANT

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SUMMARY

I am an Experienced Virtual Assistant with extensive experience in managing operations and strong administrative skills in health care and general virtual assistance. Thrives in fast-paced environments, utilizing analytical and critical thinking to drive efficiency. Detail-oriented and highly organized, ensuring accuracy in all tasks. I am seeking to contribute comprehensive support and streamline processes for your business growth.

WORK EXPERIENCE

eXp Realty Brokerage

Nov 2023 – Jan 2025

Administrative Support Analyst

- Streamlined new agent onboarding by collecting documents, setting up accounts, scheduling orientations, and preparing welcome kits.
- Managed agent offboarding, including account deactivation, material retrieval, record archiving, and payroll finalization, ensuring policy compliance.
- Oversaw communications, scheduled appointments, maintained calendars, and set reminders for key deadlines like license renewals and training.

Wendover Philippines, Inc.

Dec 2022 - Nov 2023

Operations Supervisor

- Supervised lead generation teams, managed inboxes and calendars, and implemented departmental policies and objectives.
- Monitored team performance, analyzed metrics, and provided coaching to improve productivity and efficiency.
- Developed strategies to enhance department performance, optimize operations, and complete administrative projects.

Majorel Philippines

Oct 2019 - Nov 2022

Operations Supervisor

- Supervised office and customer service staff, ensuring quality standards, deadlines, and proper procedures were met.
- Guided advisors in handling complex issues, resolving escalations, and implementing company policies.
- Assessed job performance, identified areas for improvement, and developed action plans for underperforming employees.

iQor

Jun 2016 - Aug 2019

Subject Matter Expert, Quality Analyst

- Provided chat support for Canadian customers, handling inquiries and account-related issues.
- Promoted to Subject Matter Expert, training new agents and improving team performance.
- As a Quality Analyst, audited chats and calls, provided feedback, resolved quality issues, and validated reports.

EDUCATION

UTEL University

2024

Bachelor of Science in Organizational Psychology

University of the Philippines

2014

Bachelor of Arts in Economics

SKILLS

- Microsoft Office Proficiency
- Google Workspace Proficiency
- Data entry
- Organizational and time management skills.
- Corporate communications
- Customer Service
- Administrative Support
- Real Estate Management
- Patient Care Coordination
- Canva
- Attention to details
- Fluent in English