



Thomas Julian Abad

Virtual Assistant

Dedicated Virtual Assistant with years of experience in BPO for Customer Service, Quality Audits, Data Gathering, and Development processes. Experience also includes extensive work in accounts for Sales, Customer Service, Real Estate, Taxes, Financial & Medical.

Contact

Phone

09771109972

Email

thomasjulianabad@gmail.com

Address

PH1 LOT 4 BLK29 TERRA VERDE
RESIDENCES Brgy. Bancal Carmona, Cavite

Education

2007-2011

Bachelor of Science in AVIONICS

PATTS College of Aeronautics

2004-2007

Secondary Education (Computer)

Don Bosco Technical Institute Tarlac

1998-2003

Primary Education

La Salle College of Antipolo

Expertise

- Administrative work / Data Entry
- Real Estate / Sales
- Health Care / Medical
- Business Development
- Microsoft Office / Google Apps
- Process Flows

Language

English

Tagalog

Experience

2024

RISE Virtual Staffing

Bookkeeper/Admin / Data Entry/EVA

Quickbooks / Email Management / Data gathering and Consolidations / Receipts and Charges Tracking / Sourcing Service Providers / AIRBNB Management

2021-2024

VA (EWC) Admin Consultant/ Human Resource

Admin / Data Entry

Monthly Payroll / Deductions, Checks/Receipts & Invoice Management. Creating training materials for the New Employees. Quickbooks, Profit & Loss Statements.

2020-2021

1Connect Virtual Assistant

Operations Manager / Client Acquisitions

On-Boarding new Clients, Interview & Profiling, Invoices, Creating Profit and Loss Statements, Business Development

2016-2020

VA (Gateway Outsourcing) Real Estate

Cold Caller, Acquisition Manager

Appointment Setting (Real Estate, Lending Company, Health Care Insurance). General VA task, Admin Task, CRM Management, Calendar/Email Management

2019-2021

BPO(Capital One Inhouse) Financial

Sr. Operations Representative / Coach

Providing excellent customer service from members who are starting their credit up to elite card holders. Leads 5-7 new hire agents after classroom training. Includes Operations Training and development.

2015-2019

BPO (Expert Global Solution(EGS) / ALORICA) Health Care Insurance

Team Lead / Team Manager

Developing Agents to meet/exceeds client expectation, 1 on 1 coaching with agents to understand their Strengths and their areas of developments, Worked with spreadsheets, sales and purchase trackers

2012-2015

BPO (AccessWorlWide Makati) Telco Sales

Quality Analyst / Sales Supervisor

Audits Random Sales Calls for AT&T U-verse New Application, making sure that they are compliant with the process. Provides Coaching Session on Sales Strategy.

2011 - 2012

BPO (Teleperformance) Telco Sales Account

Customer Service Representative / Subject Matter Expert

Worked with AT&T Telco/U-verse/DTV, Clients providing excellent customer service and up-selling for their existing customers.