



JOANNE LOREL VALLEJO

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SKILLS

- Time Management
- Effective Communication
- Organizational Skills
- Phone Etiquette
- Customer Service
- Team Collaboration

TOOLS

- Microsoft 365
- Google Workspace
- CRM
- ERP
- Canva
- Business Databases

EDUCATION

ZARAGOZA COLLEGE

2001-2005

- Bachelor of Science in Commerce, Major in Management

PROFILE

Driven and detail-oriented professional seeking a Virtual Assistant position to utilize exceptional organizational skills, clear communication, and expertise with digital tools to provide seamless administrative support. Committed to delivering high-quality results while continuously learning, adapting, and embracing new technologies to enhance efficiency and contribute to team success.

WORK EXPERIENCE

Customer Care Representative

Harte Hanks Philippines

March 2025 - April 2025

- Provide customer support and ensure issue resolution and satisfaction.
- Troubleshoot technical problems using analytical and tech knowledge.
- Communicate solutions clearly via phone, email, or chat.
- Document customer interactions and resolutions accurately.
- Use a structured approach to identify and solve customer problems.

Researcher

Worldbox Business Intelligence

April 2024 - July 2024

- Conducted company and risk research using open sources and public records
- Analyzed data to identify trends, risks, and business opportunities
- Delivered clear, accurate intelligence reports to global clients
- Collaborated with cross-functional teams to ensure quality and timely outputs

Accounting Services Associate III

Conduent Business Services Philippines Inc.

November 2021 - January 2025

- Process accounts payable invoices, ensuring timely and accurate vendor payments.
- Match invoices to purchase orders and secure necessary approvals.
- Assist with month-end closing, including reconciliations and accruals.
- Address inquiries or discrepancies related to invoices or payments.
- Ensure compliance with company policies and support other accounting functions as needed.

Administrative Coordinator

E-Tech Building Services Pte. Ltd.

May 2018 - December 2020

- Responded to inquiries via email, phone, and chat; provided sales and administrative support to the team.
- Processed work orders, service reports, and purchase orders.
- Coordinated technicians' schedules, optimized route planning for efficiency, ensured timely appointments, and maintained clear communication with technicians.
- Supported the accounting team by generating and sending Statements of Account to clients and billing.