



Beni Grace Suyko Ancheta

About me

Passionate and results-driven professional with over 10 years of experience in Customer Service, Technical Support, Training, and Content Development. Proven track record of effectively training and onboarding employees, developing comprehensive training materials, and utilizing various tools for content creation and management. Strong believer in continuous learning and skill development.

Contact

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Purok 2, Brgy. Biao Guianga, Tugbok,
Davao City, Philippines

Education

- University of Southeastern Philippines
Diploma in Electronics Technology
Completed in 2006

Skills

- Training and Development
- Content Writing
- Copywriting
- Customer Service
- Technical Support
- Graphic Design
- Social Media Management
- Proofreading and Editing
- Problem-solving
- Communication

Professional Experience

News Writer | AI Article Writer

Leonexus Virtual Assistants
2024-Present

- Author web articles using AI, ensuring zero plagiarism for a news syndication company.
- Covered topics in Tech, Lifestyle, Business, and more

Freelance B2B Copywriter

Leonexus Virtual Assistants
2022-Present

- Craft compelling LinkedIn messages for consultants and coaches, targeting audience engagement for Executive Roundtables.
- Analyze client Onboarding Reports to optimize positioning strategies.

Virtual Assistant Trainer/Coach

Leonexus Virtual Assistants
2020-Present

- Conduct virtual training sessions for aspiring VAs on communication.
- Design training materials and formulate activities to enhance learning.
- This is a quarterly gig - 1-2 week/3 hours per day.



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Professional Experience

Technical Support

M. Garcia Virtual Services

2013-2018

- Assisted resellers with PBX, Business VoIP, ADSL, and Office 365 product issues via phone and email.
- Managed service orders, cancellations, and customer tickets using Zendesk and ConnectWise.

Interim Communication Excellence Trainer

Sutherland Global Services, Inc.

2013

- Facilitated Pre-Hire Communication and Customer Service Skills Training.
- Conducted applicant interviews to support recruitment efforts.

Communication Analyst

Sutherland Global Services, Inc.

2011-2013

- Collaborated with the Quality, Training, and Operations Team in enhancing CSAT and QA scores through trainings, communication audits, coaching sessions, and other initiatives.

Transaction Auditor

Sutherland Global Services, Inc.

2010-2011

- Collaborated with SGS' fraud team in preventing and controlling fraudulent activities through auditing agents' transactions/actions using the financial system/tool used.

Customer Support, Voice

Sutherland Global Services, Inc.

2009-2010

- Resolved customer issues related to debit card transactions and government direct deposits.

Travel Specialist, Voice

Aegis, PeopleSupport, Cebu

2006-2008

- Assisted customers with itinerary issues, coordinating with airlines, hotels, and other vendors.