



ANNA VINA ALQUIZA

CUSTOMER SUPPORT / VIRTUAL ASSISTANT

CONTACT

- ☎ +63 9281962226
- ✉ annavina1310@gmail.com
- 🌐 live:f9b157bd98829bed
- 📍 Blk 9 Lot 6 Mt. Banahaw St.
Phase 2, Wellspring Village,
Catalunan Pequeño, Davao
City, Philippines
- 📅 March 13, 1992

SKILLS & TOOLS

- **Customer Support Tools:**
Zendesk, Freshdesk, Gorgias,
Salesforce, Slack, Front, Opus,
Clarify, Voyage 360
- **E-commerce Platforms:**
Amazon, Shopify, Recharge
- **Project Management Tools:**
Monday.com, Citrix, Telegence,
c360
- **Account Management • Email &
Chat Support • Website/Product
Listings**
- **Strong Written & Verbal
Communication • Multitasking &
Time Management**
- **Leadership • Adaptability •
Attention to Detail • Problem
Solving**

PROFILE

Dynamic and results-driven Virtual Assistant and Customer Support Specialist with over 10 years of comprehensive experience in the Telecommunications, E-Commerce, Property Management, and Healthcare sectors. Adept at handling complex administrative and customer service tasks with superior accuracy, efficiency, and professionalism. Known for consistently delivering exceptional client experiences, demonstrating excellent communication skills, and thriving in fast-paced, high-pressure environments. Highly regarded for adaptability, attention to detail, and a proactive approach to problem-solving.

WORK EXPERIENCE

Siliconwives

DEC 2022 - APR 2025

Virtual Assistant & Admin Specialist (Part-Time)

- Sending new orders and inquiries to the manufacturers
- Tracking orders
- Verifying the order's progress
- Sending order notifications to the customers
- Providing support to customer's order inquiries
- Updating products on the website
- Updating orders' changes
- Manual inventory of in-stock items
- Process cancelations and refunds

ResolvedCX

SEPT 2022 - MAR 2024

Admin Specialist

- Relocating guests from one apartment to another
- Terminating the lease
- Verifying unit's availability, pricing, and eligibility
- Sending building and package notifications to guests
- Outbound call to Telco companies to verify internet connections and make sure they're cost-efficient
- Escalating apartment and building issues
- Tracking all the relocated and terminated contracts

ResolvedCX

DEC 2021 - AUG 2022

Clinical and Pod Support Admin

- Sending follow-ups to patients e.g. medications refill, appointment scheduling, personality assessments
- Middleman between the prescriber and patient
- Transferring tickets to the appropriate medication channel
- Sending medication information to patients

EDUCATION

STI College (Undergraduate)
Acacia St. Davao City
Bachelor of Science in Information
and Technology
School Year Attended:
August 2018 - January 2019

San Pedro College
F. Guzman St. Davao City
Secondary Alternative Learning
System Accreditation & Equivalency
School Year Graduated:
October 2018

RECOGNITIONS

- Top 3 Agent – VXI Global (Q1 2016)
- Weekly and Monthly Top Performer – VXI Global (Q2 2016)
- Monthly Performer Retention Specialist – Awesome OS
- Top 6 & Top 10 Agent – Ibex Global (2017 & 2018)

Soga International

AUG 2021 - JUN 2023

Email Support | Virtual Assistant

- Handling billing and order inquiries
- Process refunds and replacements
- Tracking orders
- Contacting couriers regarding delivery issues
- Updating orders when needed
- Canceling orders
- Providing discounts if applicable
- Updating and managing Listings on the website
- Monitoring and managing Customer Service and Store Ratings
- Creating monthly goal setting

Concentrix Phils.

MAY 2019 - JUL 2021

Customer Service & Technical Support

- Handling billing concerns and consumer inquiries
- Probe and provide personalized resolution to technical matters
- Escalating consumer complaints and refund requests
- Tracking orders and activating orders

Ibex Global Phils. Inc.

MAR 2017 - MAY 2019

Customer Service & Billing Specialist

- Handling billing concerns and consumer inquiries
- Probe and provide personalized resolution to technical and billing matters
- Escalating consumer complaints
- Process Refunds and Returns
- Adding subscriptions and add-ons
- Placing orders, Tracking, activating orders, and transfer of services
- Dispatch technician for service repair and installation of service

Awesome OS Phils. Inc.

SEPT 2016 - FEB 2017

Retention Specialist (Seasonal Account)

- Handling billing concerns and consumer inquiries
- Placing orders and tracking orders
- Process refunds and returns
- Prevents consumer from canceling their account
- Provide discounts and vouchers
- Cancelling account if not retained
- Responding to Email tickets

VXI Global Holdings, Inc.

FEB 2015 - SEPT 2016

Customer Service, Sales, & Billing Specialist

- Handling billing concerns and consumer inquiries
- Probe and provide personalized resolution to technical and billing matters
- Escalating consumer complaints
- Process Refunds and Returns
- Adding subscriptions and add-ons
- Placing orders, Tracking, activating orders and transfer of services
- Dispatch technician for service repair and/or installation of service