



Hi! I'm
Chesca

Virtual Assistant

City, Country: Cavite, Philippines

Dedicated and versatile professional with a strong background in customer service, lead generation, and claims management

WORK EXPERIENCES

2023-2024

CUSTOMER SERVICE REPRESENTATIVE (CSR)

UI | October 2023 – April 2024

- Responding to customer emails regarding orders
- Handling inbound calls from customers with order issues
- Making outbound calls to potential clients

2021-2023

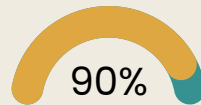
LEAD GENERATION SPECIALIST

Scale with Authority | January 2021 – October 2023

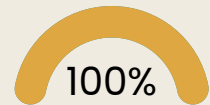
- Implemented targeted lead generation strategies to attract potential customers from the Facebook group to the company's website.
- Employed cold messaging techniques to reach potential leads, introducing them to the brand and products with a personalized approach.
- Built a network by joining and actively participating in multiple Facebook groups related to the industry, increasing brand visibility and establishing thought leadership.

LANGUAGES

English



Tagalog



EDUCATION

• ISU/COLLEGE/UNIVERSITY

June 2001 – June 2003

B. Secondary Education

WORK EXPERIENCES

2020–2024

CLAIMS SPECIALIST

WNS | January 2020 – January 2021

- Managed claims within designated authority limits, adhering to Claims principles.
- Provided regular updates on claim progress, collaborating closely with specialist claims teams

2015–2019

CUSTOMER SERVICE REPRESENTATIVE (CSR)

Telstra Powered by TeleTech | September 2015 – February 2019

- Answer inbound calls from Telstra stores employees and will build rapport and provide outstanding customer service solutions.
- Answer incoming calls.
- Investigate and raise tickets for complaintship.

2013–2015

CUSTOMER SERVICE REPRESENTATIVE (CSR)

Sykes Asia | July 2013 – August 2015

- Manage claims within designated authority limits and in accordance with Claims principles
- Provide advice to clients and recommend insurance products.
- Sell annuities that pay an income at retirement

2010–2013

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance | August 2010 – July 2013

- Managed customer calls efficiently, fulfilling service orders with precision.
- Proactively resolved customer concerns, maintaining high service standards.
- Specialized in de-escalating complex issues by handling supervisor-level calls.

DIGITAL TOOLS

OCTOPUS

asana



WAALAXY

dialpad

LinkedIn
SALES NAVIGATOR

Front

slack

gorgias



Airtable

aircall

Trello

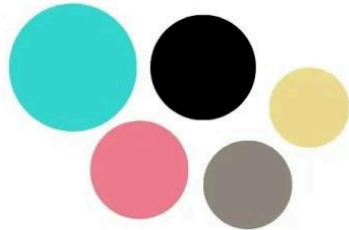
zapier

SKILLS & APTITUDES

Data Entry	★★★★★
Time Management	★★★★★
Technical Proficiency	★★★★★
Organizational Abilities	★★★★★
Adaptability	★★★★★
Problem-Solving Skills	★★★★★
Communication Skills	★★★★★
Attention to Detail	★★★★★
Multitasking Abilities	★★★★★
Initiative and Proactivity	★★★★★
Confidentiality	★★★★★
Research Skills	★★★★★
VA Tools Knowledge	★★★★★
Customer Service	★★★★★
Social Media Management	★★★★★

PORTFOLIO

COLOR PaLETTE



MOOD BOARD

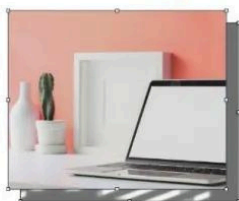
Quote

Great things in business
are never done by one
person: they're done by
a team of people".

-Steve Jobs



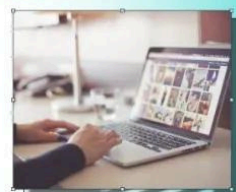
what I can DO.



- Data Entry
- Schedule Meetings
- Respond to emails
- Calendar Management
- Travel Management
- E-mail Management



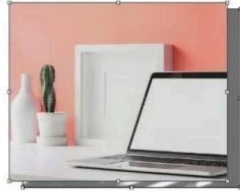
- Answer inbound calls
- Do Outbound Calls
- Respond to emails
- Live chat
- Cold Calling



- Content Scheduling
- Comment Moderator
- Follower Management
- Basic Graphic Design (Canva)
- Hashtags research

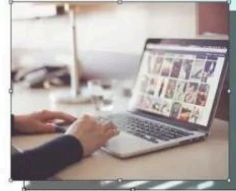
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What I can DO



E-COMMERCE VA

- Responds to customer's inquiry
- Update orders
- process claims and refunds
- upload products in Shopify store

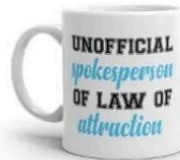


LEAD GENERATION

- Sending connects to the client's prospect
- Sending direct DM to leads
- Generate leads emails and phone numbers

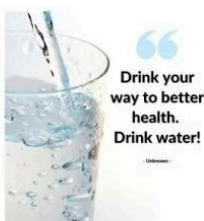
MOCKUPS created -

sample works



GRAPHICS created -

sample works



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CLIENT RECOMMENDATIONS

CLIENT RECOMMENDATIONS

Chester has a great personality and an affable nature. She is passionate about her approach to work. She seizes each and every challenge with tenacity and never backs down from difficulties. Whenever she hits any roadblocks, she will find a way through them or around them. Quitting is not in her vocabulary. Her enthusiasm is infectious. It is a joy working with her!



- Sung
Entrepreneur

CLIENT RECOMMENDATIONS

I have had the pleasure of working with Chester as her supervisor at CareRev during her time as a customer support advocate. She has demonstrated an amazing ability to learn new skills quickly and has shown nothing but eagerness to take on new tasks. By asking thoughtful questions and providing valuable customer feedback, we were able to make improvements to our standard processes. She has become an asset in just 10 months and has collaborated efficiently with our team.



- Dionne
Supervisor



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