

EDWIN JOHN NAYA

VIRTUAL ASSISTANT

Hard-working and self-motivated virtual assistant with 6+ years of experience in customer service, sales, email/chat support, admin tasks, records retrieval, and various personal assistance tasks. Able focus on work without need for supervision. Seeking to become the remote Administrative assistant.

CONTACT



+63-929-773-2457



ejnaya123@gmail.com



Calindagan, Dumaguete City,
Negros Oriental 6200

EXPERTISE

- Calendar Management
- Administrative tasks
- Microsoft Office 365
- Data entry
- ASANA
- Customer service
- HIPAA Compliant
- Salesforce

EDUCATION

Negros Oriental State University

AB – SOCIAL SCIENCE

Major in History, 2016–2019



EXPERIENCE

Customer Service Representative

QUALFON INC. | 2016 – 2020

- Technical Support
- Sales
- Email/chat Support
- Enrolling qualified customers for free phones
- Handling escalation/managerial calls
- Was one of the regular top agents awardee

Cold Caller/Outbound Representative

WFH APRIL 2020 – JUNE 2020

- Calling prospective customers
- Adept in making sales phone calls

Records Retrieval Specialist

PEAK OUTSOURCING | JULY – NOVEMBER 2020

- Retrieving legal records from any facility
- Coordinating with attorneys regarding legal matter
- Handling HIPPA, Subpoenas and Authorizations

Law firm Scheduler

QUALFON INC. | DECEMBER 2020 – MARCH 2022

- Calling attorneys/borrowers for the scheduled closing
- Administrative task
- Calendar management