



# MARY GRACE OTIC

GENERAL VIRTUAL ASSISTANT  
EXECUTIVE VIRTUAL ASSISTANT

## DETAILS

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## PROFILE

I'm in charge of handling a variety of administrative tasks, such as responding to emails, scheduling meetings, and making travel arrangements. In addition, I maintain a contact list, create customer spreadsheets, and keep online records. I also manage the calendars of the managers. Additionally, I conduct market research. As assigned, I'm also working on presentations. I am also in charge of dealing with administrative issues for employees and providing customer service. Finally, I am capable of handling these administrative projects and delivering high-quality results with minimal supervision.

My goal is to help my clients achieve their long-term objectives and build a team or an individual contributor who can support their E-commerce platforms and other profitable business models with the most highly profitable sales and excellent customer service, resulting in a positive and sustainable cash flow for the company's satisfied clients.

## EMPLOYMENT HISTORY

### Viewer Experience Advocate at Hulu and Disney+, Valor Global, Taguig

- **Valor Global** is a global leader in providing world-class Customer Care Solutions with proactive multichannel service.
- Assist viewers through phone and/or chat about account management, billing issues, content and basic site and application navigation in support of multiple products.
- Provide account and application support to our viewers, specifically with regards to software functionality and troubleshooting of system configurations and network settings.
- Give accurate and real-time responses to viewer inquiries

hulu

Disney+

valorglobal®

### Sales Associate at AT&T, VXI Global Solutions, LLC, Pasay

- **VXI Global Solutions** is a BPO leader in customer service, customer experience, and digital solutions.
- Assists customers with the purchase of Company products and services, features, accessories and bill payments.
- Answers inbound calls and assists sales representatives. Help troubleshoot problems with customer's orders, customer's account and other related issues.
- Guide the customer to which product suits best to their budget and location.
- Meet targeted sales quota per day, week and month.

 AT&T

 VXI

### Project Manager - Interconnection Specialist at Sunrun, Clearsource BPO, Pasig

- **Clearsource** offers premier BPO call center and customer service outsourcing. Our services include outsourced customer care, technology including artificial intelligence/machine learning, and consulting services.
- Responsible for the daily administration of solar interconnection application submissions.
- Follow up on company or utility induced delays in order to ensure all documentation is submitted and reviewed by the utility in a timely manner
- Prepare, review and compile interconnection documentation per various utility requirements within service level agreement

sunrun

 ClearSource

## EMPLOYMENT HISTORY

### Dealer Support at Metro by T-Mobile, IQor Phils, Dasmariñas

- iQor is a business process outsourcing company which provides customer service, third-party collections and accounts receivable management.
- Communicating with clients and customers about their experiences and feedback with the product or service
- Providing advice on purchasing products or services
- Answering dealer or customer questions about properly using or accessing a product or service
- Listening to customer or dealer's complaints or concerns and working to resolve their issues

metroPCS.

metro  
by T-Mobile

iQOR

## EDUCATION

### BS Business Management at Cavite State University, Indang (2015)

**Cavite State University** provides excellent, equitable and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities. It shall produce professional, skilled and morally upright individuals for global competitiveness.

## SKILLS

- Communication Skills
- Customer Service
- Adaptability
- Amazon Store Management
- Cold Calling
- Shopify Operation
- Time Management
- Ability to work under pressure
- Project Management Skills
- Product Research
- Lead Generation

## COURSES

- CUSTOMER SERVICE LEARNING PATH (2016)
- VA101 WORKSHOP (2016)
- DIGITAL MARKETING & E-COMMERCE (2017)
- EMAIL MANAGEMENT TRAINING (2017)
- DATA ANALYTICS (2017)
- PROJECT MANAGEMENT (2018)
- AMAZON PRODUCT RESEARCH TRAINING (2018)
- AMAZON STORE MANAGEMENT (2018)

## PART TIME JOB

### **Data Entry Clerk - Administrative Assistant**

June 2020 - January 2021

WorkatHome-JobBoard -Marketing & Advertising

### **Executive Virtual Assistant**

February 2022 - June 2022

Motion Recruitment- Administrative and Human Resources

### **Amazon Product Researcher**

January 2021 - June 2021

SFRproducts Inc - Beauty & Personal Care (Soap)

## REFERENCES

### **JYNELL MOTILLA**

Executive Virtual Assistant / VA Coach

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### **JOHN CHRISTOPHER DY**

Team Leader / Virtual Assistant

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### **ARCHIE DELA CRUZ**

BPO Supervisor

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### **JEMILYN FRIAS**

Customer Service Representative

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