



Aisyl Adajar

CONTACT

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TOOLS

- Gmail
- Whatsapp
- Canva
- Google Docs
- Google Sheets
- Nextech
- Helium 10
- Keepa
- Skype
- Google Calendar
- Slacks
- Copy.ai
- Quillbot
- Asana
- Monday.com
- Google Groups
- Google Sheets
- Loom
- Telegram
- Discord
- Grammarly
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EDUCATION

Freelance Academy - Social Media Management with Real Estate VA Training

CREATIVE SOLUTION - General VA and in-depth Social Media Management Training

Nov. 2022 - Due to my desire to upskill and gain more knowledge, I enrolled myself in another training focusing on social media management with a bonus course in real estate virtual assistance

AMAZONATION ASVA MASTERCLASS

FEB 2022 - A masterclass design to help create amazing amazon seller virtual assistants. The masterclass has coaches and community support that can assist to be able to performing well on this task.

VIRTUALWORK PH

June 2022 - An in-depth class on how to be an effective rockstar general or executive virtual assistant and social media manager

Mindanao University of Science and Technology

Bachelor of Science in Electronics Engineering
Licensure exam passer for Electronics Engineering & Electronics Technician

AISYL UY ADAJAR

General Virtual Assistant / Social Media Manager

With almost 8 years of BPO and corporate experience, I have been truly an asset to every company I have worked with. Being meticulous, well organized, dedicated, and highly capable, I value the client's need to delegate tasks so they can spend their time and effort on more important things. Always looking forward to growth and continuous learning to continually serve my clients well using my acquired skills.

Just recently I have discovered my new found passion in social media management which is another skill that I can offer to my clients to make their brand known and make leads into customers.

EXPERTISE

ORGANIZATION SKILLS

Highly capable of coordinating meetings, arranging appointments, and creating orderly systems to be more efficient at work. Proven experience in email management who can sort them out into categories, and inform clients of those urgent matters that need attention. Knows how to make travel arrangements, prepare and file important documents, and perform other essential tasks as necessary.

TIME MANAGEMENT

Proven efficient and time-sensitive to be able to submit reports on time or better ahead of time, knowing how to prioritize workloads, carve out efficient workflows, and set boundaries. Experienced also in managing the boss's schedule, remind him of important tasks or special occasions for the day

COMMUNICATION SKILLS

Highly experience in taking calls, knowing how to speak and write professionally, and also checking spelling and grammar before sending it out via email or messages. Know how to communicate clearly and directly, can give clear instructions, and communicate respectfully with other staff as well. Can constantly give updates on tasks status to set a proper expectation of when it will be accomplished

DATA ENTRY / RECORD KEEPING / TAKING MINUTES OF THE MEETING

Excellent in taking down notes to avoid missing out on important details. Highly capable of managing filing systems, editing minutes of the meeting, and updating data sheets if necessary

Social Media Management

Passionate and professional about helping businesses, small or large, excel in their social media marketing and bring the brand to life.

PROBLEM-SOLVING

A problem solver who has the ability to propose alternative solutions if the 1st one doesn't work and with the get things done attitude.

TECHNICAL SAVVY

With proven experience in using Google Suite / Workspace, Microsoft Office apps, and project management tools like google calendar, know how to troubleshoot when tech difficulties arise. Also can use the Canva application in creating graphics for announcements or information bulletins

DISCRETION

Capable of dealing with confidential information and delicate situations. I have been dealing with billing and important patient information in previous work. That's how we certainly value confidentiality

EVENT COORDINATION

Highly experience in event coordination and volunteers for different events in the community, I usually help coordinate church activities, youth service events, retreats, and even weddings.

LEADERSHIP

Experienced supervisor for 2 years. my team consists of members who works remotely as well like from Puerto Rico, Colombia, and Philippines. Overseeing the teams performance to achieve goals. Knows how to take initiative, give instructions, and be accountable for results.

WORK EXPERIENCE

ADMIN VIRTUAL ASSISTANT

Jun 2020 - Nov 2022

Solve My Sales Tax

- Organizing, resorting and renaming sales tax returns and other documents to the client's folder
- Research some topics as needed such as what tools can be used by the team
- Doing personal research like the nearest dental office, restaurant, or look for Halloween activities near her place.
- Did travel research as well as to some tourist spots abroad that she can visit and explore during her vacation as well as places where she can stay
- Updating teams entry in Monday.Com
- Data Entry - inputting the tax amount from the returns to the master spreadsheet and updating tax code in shopify

BILLING DEPT: SUPERVISOR / AUDITOR

Clinovation Corp

Jun 2020 - Nov 2022

- Final bills submission to the billers
- Interdepartmental communications among Head Billers, Doctors and other Department Heads
- Investigate, analyze and resolve billing issues
- Check audits and even do audits of our system process, provide feedback and solutions to the common errors my team is committing through root-cause analysis and coaching.
- Prepare weekly and monthly reports on our target metrics
- Monitoring the team's task
- Being attentive to details, creating reports, and the organization skills needed which fits to skills I will need as a VA
- Create and update training manuals, checklists, and google sheets that the team is using

VIRTUAL ASSISTANT (BILLING SPECIALIST)

Feb 2019 - Dec 2019

DQTRS Outsourcing

- Reviewing thoroughly before submitting them to different insurance companies
- We need to be attentive to details since the account we are handling has more than 10 locations all over the US.
- make sure they are billed with the correct procedures, CPT codes, and diagnosis codes.
- Make sure billed under correct doctors and clinic locations
- Of course, aside from accuracy, we need to make sure they are submitted promptly as it can make a financial impact on the company

ASSOCIATE CONSULTANT (HR & CUSTOMER SERVICE) / QUALITYASSURANCE AUDITOR / EXECUTIVE ASSISSTANT

May 2017 - Sept 2018

First Diligence Academy and Training Solutions

- provide HR, Customer Service, and Systems consultation to small-medium enterprises locally. Clients come to us for advice on how we can help them in their company with regard to their challenges (either HR, Customer Service, or even their internal departmental processes)
- provide customer service training to improve their business
- conduct customer service audits onsite and via mystery customer audit to check if the employees are doing the best practices that they received during their training
- facilitate personality seminars and team building for our clients
- do process or system audits for our clients on how they can run their businesses efficiently and help them set proper standards that their employees can follow

CUSTOMER SERVICE REPRESENTATIVE

Azpired Inc.

Oct 2016 - April 2017

- assisting customers with their order status, and issues with the products
- provide shipping status updates and also handles return, refund or replacement requests
- Help customers feel satisfied with their purchase through excellent customer service experience

TECHNICAL SUPPORT / BACK OFFICE ASSOCIATE

SYKES Asia Inc.

Feb 2016 - Sept 2016

- We are handling an android phone account.
- We help customers with their inquiries regarding their orders. We provide the order status and shipping status of the products. Aside from that we also offer technical support if they have issues with their android phones.
- We also process the return, refund, or replacement requests for the customers.
- I am handling phone, email, and even chat suppor

PROVIDER SERVICES ASSOCIATE

CONVERGYS

Nov 2014 - Jan 2016

- Assist healthcare providers in insurance inquiries
- patient's insurance coverage accurately and promptly investigate, analyze and assist providers with their issues regarding their claims whether paid or denied
- Help medical providers whatever assistance they need when it comes to their patient's insurance