

Albert Jake Dagsaan

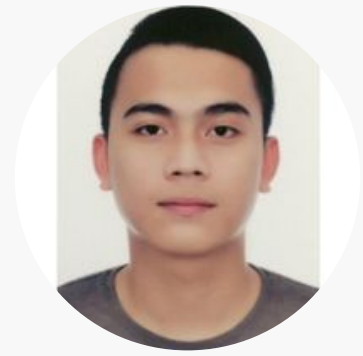
Virtual Assistant

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A diligent Virtual Assistant with almost 3 years of experience in BPO and being a VA handling different kinds of accounts from customer service to sales and aspiring to continue to work as a reliable virtual assistant who is able to provide professional services where I can use my excellent communication skills, technical proficiency and organizational abilities while meeting deadlines on time.

Work Experience

General Virtual Assistant

START VIRTUAL

July 2021 - March 2022

- Appointment setting & confirmation.
- Rebooking of appointment for discovery calls.
- Do inbound and outbound calls to reach out client's concerns.

Customer Care Executive

EXL SERVICE PHILIPPINES

February 2020 - January 2021

- Handling US healthcare account (B2B)
- Taking inbound calls from providers, doctors & medical professionals and provide excellent customer service.
- Creating medical requests for patients for their medical procedures.

Outbound Sales Representative

BGCOMM CONTACT SOLUTIONS

August 2018- June 2019

- Appointment setting & Lead Generation.
- Providing information on company offerings to promote products and services to customers through phone call.

Customer Service Representative

HINDUJA GLOBAL SOLUTIONS

September 2017 - May 2018

- Provide satisfaction to providers, doctors & medical professionals while addressing their concerns for their patients..
- US healthcare account (B2B)

Education

BS in Marine Transportation

Philippine Merchant Marine School 2010 - 2014

Skills

- Customer Service
- Teamwork
- Flexibility
- Critical Thinking
- Positive Attitude
- Commitment
- Time Management
- Reliability

Software Skills

- MS Office
- G-Suite
- Slack
- Fresh works
- Time Doctor
- Canva
- Mattermost
- Vicedial
- ACMS
- ASD
- CRM Management
- Email Management