



JERSON B. VALDERRAMA

5015 Lilia Homes Subd, New Visayas, Panabo City (+63) 9564757262

Career Objective:

Results-driven virtual assistant with a proven track record of delivering top-notch administrative support to clients and organizations. Offering expertise in time management, communication, and task prioritization. I am seeking a challenging virtual assistant role where I can apply my skills to enhance productivity and efficiency for clients or teams. My goal is to provide seamless remote support and contribute to the success of those I work with by managing tasks, calendars, and projects effectively.

Educational Background:

Tertiary:	Bachelor of Science in Business Administration Major in Marketing Management UM Tagum College, Tagum City 2014 – 2018
Secondary:	Davao Del Norte State College New Visayas, Panabo City 2008 - 2012
Primary:	Panabo Central Elementary School National Highway, Panabo City 2002 – 2008

Work Experience:

Appen (Transcriber) March – September, 2019

- Listens attentively to each and every calls between phone call agents and customers
- Transcribes each and every word from the recorded calls efficiently and effectively

Alorica (Customer Service Call and Email Representative) Nov, 2019 – October,2020

- Attended customer's queries, needs and researched every issue and provided proper resolution or alternatives
- Educated customers to help them understand how the company's guideline works.
- Kept records of each and every call's conversation
- Resolved client issues, ensured accurate resolution.

51talk (Senior Teacher) May 2020 - April 2021

- Encouraging and engaging students to speak in English.
- Motivating students and using humor to induce a pleasant learning environment.
- Maximizing students' talk time through oral tests and presentations.

iQor (Sales Representative) April 2021 - October 2021

- Answering incoming calls from prospective customers
- Persuade the customer to buy by demonstrating how merchandise or services meet their needs
- Record the customer's personal information accurately in a computer system
- Deal with complaints or doubts to safeguard the company's reputation
- Keep records of calls and sales and record useful information

Shearwater Health Inc.(Data Encoder, Utility Review Specialist) May 2022 - Jan. 2023

- Performing online data entry of routine authorizations/denials
- Responsible for coordinating the execution and continued quality of the client's Utilization Review Department Process

Crertih Inc. (Sales/Business Development Representative) Jan 2023 - July 2023

- Reaching out to and qualifying leads through outbound calling and social media
- Maintaining and growing existing leads

- Meeting and exceeding sales quotas
- Providing prompt and responses to all customers
- Promoting the company products and services
- Developing and maintaining relationships with end-users to achieve goals

Skills:

- Data entry and management
- Email management
- File organization and document management
- Scheduling and calendar management
- Travel arrangements
- Excellent written and verbal communication
- Professional email and phone etiquette
- Client or team correspondence
- Online meeting coordination (e.g., Zoom, Microsoft Teams)
- Task and project management
- Time management and multitasking
- Prioritization of tasks
- Proficiency in office software (e.g., Microsoft Office, Google Workspace)
- File sharing and collaboration platforms (e.g., Dropbox, Google Drive)
- Basic knowledge of cloud-based services and document storage
- Internet research and data collection
- Market research
- Competitive analysis
- Ability to identify issues and find solutions
- Critical thinking and decision-making
- Flexibility to work with different clients and adapt to their preferences and processes
- Maintaining strict confidentiality of sensitive information and data
- Providing excellent customer service to clients
- Ability to work independently and manage your time effectively
- Ensuring accuracy and precision in all tasks

I hereby certify that the above information are true and correct to the best of my knowledge and belief.

JERSON VALDERRAMA
APPLICANT