

Joemer Bocala



About Me

Motivated team player and aspiring Virtual Assistant with proven communication skills seeking to grow my knowledge and career. Willing to adapt new ideas and knowledge in a particular task. I am a very dedicated person and a fast learner. I was eager to work for your company. I am willing to go the extra mile to exceed your expectations. I can be instrumental in your team since my primary goal for my clients is to give outstanding results, Long-term relationships, and Professionalism, and satisfy them with my work.

My Contact

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Education Background

*Bachelor of Science in Business Administration
Major in Economics*

Completed in 2002

Core Competencies

Data Entry

- Can type 35 - 40 words per minute
- Can create a clear and concise database
- Outstanding attention to detail
- Adopt using MS Office and Google Workspace
- Excellent researching skills

Social Media Management

- Familiar with using Facebook Business Suite
- Create graphic content using Canva
- Able to produce high-engaging content for posting
- Reply to comments and keep the audience engaged

Tech Savvy

- Efficiency in using online tools such as MS Office, Google Workspace, etc.
- Able to learn new online tools easily

Excellent Communication Skills

- Can speak the English Language fluently
- Persuasive and charismatic
- Can make compelling arguments that turn to conversion

Adaptability

- Mental flexibility to respond to a variety of situations
- Can respond to inquiries via phone, email, and social media

Time Management

- Knows what to prioritize and work on urgent tasks
- Understand that quick response is a priority
- Streamline activities to work efficiently

Professional Experience

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance Philippines

March 31, 2021 – Present

Key responsibilities:

- Provide customer support for the hotel membership program
- Manage inquiries about hotel room rates, availability, and bookings
- Keep records of customer interactions, process customer accounts, and file documents. Follow communication procedures, guidelines, and policies. Take the extra mile to engage customers.

CUSTOMER SERVICE REPRESENTATIVE

24/7.ai Customer Service Philippines

August 24, 2020 – December 19, 2020

Key responsibilities:

- Provide customer support for retail
- Manage inquiries about products and tracking orders
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

DATA ENTRY OPERATOR

Saudi Naval Support Company - Kingdom of Saudi Arabia
September 14, 2017 to December 07, 2019

Key responsibilities:

- Analyzing data and records for Preventive Maintenance Service (PMS) of Power plant Generators.
- Processing of data and records for daily job orders and operation of the Mechanical team and support.
- Encoding and recording of daily activities for power plant operation at the company's system and database.

STORE CASHIER

WOQOD (Qatar Fuel) - State of Qatar

July 23, 2013 to July 16, 2016

Key responsibilities:

- Merchandising of Products / Product inventory and monitoring
- Receiving of product delivery / Cash Handling
- Encoding of product details such as Description, Prices, and Quantity

SALES PROMODIZER

Tamsons Enterprises, Inc. - Philippines

November 1, 2006 to June 30, 2013

Key responsibilities:

- Stacking and merchandising
- Product demonstration
- Product monitoring and inventory
- Attending and assisting customers in store