



GISELLE MARIE GALA

Virtual Assistant

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✉ gisellegala@yahoo.com

📍 Cebu City, Philippines 6001

ABOUT ME

I was a Customer Service Associate for 10 years in a BPO setting for International Accounts. And when I started working from home, I am now a Virtual Assistant.

EDUCATION

**Bachelor of Science in
Office Administration**

University of San Carlos

2001 - 2007

EXPERTISE

Customer Service

Digital Marketing

Billing

Data Entry

WORK EXPERIENCE

○ March 2023 - October 2023
Remote Staff

Billing Specialist

Data Entry into ClickUp. Sending customers emails regarding past due invoices, failed payments, returned checks, and chargebacks. Updating salesforce, changing customer status, terminating accounts, onboarding new customers. Charging customer credit cards and checking accounts. Setting up recurring transactions.

○ September 2022 - April 2023
Outsourced Doers

Digital Marketing Virtual Assistant

Social Media Management, Email Management. Handles all the aspects of digital marketing and administrative work for the client. Scheduling social media content (Facebook Posts, Instagram, etc.).

○ July 2021 - January 11, 2022
Qwest BPO

Lead Generation Specialist

Taking Inbound and Outbound lead calls. Assisting customers with their insurance policy plans.

LANGUAGE

English

REFERENCES

April Cañete
Teletech / Supervisor

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