

# DESIREE CASTAÑARES

Virtual Assistant



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026 Mountain View Village,  
Quiot, Cebu City Cebu City -  
6000, Philippines

## SKILLS

- Multitasking Skill
- Effective Time Management
- Computer Skills
- Adaptability
- Leadership Skills
- Problem Solving Skills
- Effective Team Leader

## REFERENCE

**Angelie P. Bacolod**  
Casting 360

09151084308

## PROFESSIONAL SUMMARY

### JOB OBJECTIVE

To contribute to the organizations success through the use of exceptional customer service, providing timely and quality support to all levels. Leading team achievement. As a manager we need to provide good leadership that will totally guide our team especially when we give direction and expectations are unclear. Guiding our team and monitoring them are one of the abilities to build and lead a team, and enhance team work. Listening, asking and understanding are one of the best ways for us to provide a good or right solution for any problem. While the client provides the exact problem that needs to be addressed, listen and ask a question to dig in the root cause of the problem with that, you start to understand every answer provided. When you totally ask those questions it's easy for us to understand and come up with the best resolution in every problem. When we need to ask for approval in charging payment. First make a follow up call stating your name but when the call turns to voicemail, mention that I'll try to call back stating a date but feel free to reach me whenever works best for you. Leave the exact number that the client will return a call. I have experience doing the same or similar project. A reason that I consider myself to be best fit for that project that you're looking for. I prove myself worth in every project, all of them are successful and clear. I am available anytime, Time management of my gratitude in showing the team to manage them.

**Rhea Lauron Cutang**  
411 locals

09254799878

## EMPLOYMENT HISTORY

### Cashier

Cebu City

Time Zone - Ayala Cebu (12/2009 - 5/2010)

I am a working student while working at the Timezone Arcade - Ayala as a cashier. I work there for a 6 months contract. My duty there is managing the store, if someone wants to exchange there money to a game coin/token, I am the one handled it and also cleaning the store

### Crew

Cebu City

Jollibee Premont Corporation (6/2010 - 10/2013)

Still a working student until I graduated in college as a crew at Jollibee. My work there is all around, cleaning the store, realtime customer service, head cashier and as a cook.

### Customer Representative

Cebu City

Casting 360 (11/2013 - 2/2017)

Customer Service

Sales Representative (voice and non voice)

### Quality Assurance/Team Leader/ Assistance Manager

411 Locals (3/2017 - 9/2023)

QAA- listening and analysing calls

Team leader- Retention/Escalation/Winback

Assistance Manager- QA tech/ adwords Department

### Authorization Specialist

Cebu City

Ipjoy Staffing Solutions (5/2020 - 6/2021)

I am a part time employee at iPloy Staffing Solutions as Authorization Specialist. The account is AdaptHealth which the product is Durable Medical Equipment. Our function is we reaches out the patient's physician and talk to the about the patients needs specially what equipment needed. Once all the information gathered including the correct HIPAA codes. We will reach out the patient's insurance and talk to them if they willing to cover the finances of the equipment that the patient's physician prescribed. Once approved we will forward the patient's updated record to the billing.

## **EDUCATION**

**11/2008 - 11/2012**

**University Of Cebu**

Bachelor Of Science In Business Administration -  
Marketing Management