

YVONE LOUISE CONCON | CSR VIRTUAL ASSISTANT

CONTACT INFORMATION

SAN LORENZO VILL. DAVAO DEL SUR 8000 | MOBILE: 0928 436 1845 | EMAIL: YVONE.CONCON31@GMAIL.COM

PROFILE

In the dynamic field of customer service, I offer more than a standard virtual assistant. As your Customer Service Virtual Assistant, I address challenges with empathy, precision, and genuine care, turning disgruntled customers into satisfied advocates. Proficient in handling the unexpected, I bring authenticity to each interaction, embodying your brand's commitment to an exceptional customer experience. I am the human touch that transforms service into meaningful connections

WORK HISTORY

CSR VIRTUAL ASSISTANT

CAREER SHEPHERD (US FURNITURE MEDIC) JAN 2023 – DEC 2023

- **Claims Coordinator:** I handle the smooth intake of repair claims in the wood repair industry.
- **Estimate Follow-Up Specialist:** I update customers on repair estimates for satisfaction.
- **Accounts Receivables Liaison:** I manage post-repair payments and address billing inquiries.

CLAIM SPECIALIST

EXL PHILIPPINES (US CNO FINANCIAL GROUP) SEP 2021 – JUL 2022

- **Claims Specialist:** I manage accurate and swift claims in life insurance, guiding customers through the process.
- **Updates Coordinator:** I provide timely updates and address inquiries for a smooth claims experience.
- **Record Manager:** I organize claim records efficiently, ensuring compliance and enhancing customer satisfaction.

PATIENT CARE COORDINATOR

OPTUM GLOBAL SOLUTIONS (US ACCOUNT) NOV 2019 – MAR 2021

- **Appointment Scheduler:** I coordinate convenient appointments at a specialty pharmacy.
- **Healthcare Support:** I answer queries and provide information for customer satisfaction.
- **Medical Resource Assistance:** I help with accessing resources and referrals for healthcare needs.

CUSTOMER LOYALTY SPECIALIST

VXI GLOBAL HOLDINGS BV (*US AT&T*)

FEB 2019 – SEP 2019

- **Loyalty Builder:** I personalize solutions for lasting customer loyalty.
- **Churn Prevention Specialist:** I enhance experiences to prevent churn.
- **Revenue Booster:** I drive revenue through upsells and renewals.

CUSTOMER ASSOCIATE (Team of Expert)

ALORICA TELESERVICES, INC. (*US T-MOBILE*)

FEB 2017 – JAN 2019

- **Inquiry Resolution Specialist:** I efficiently resolve inquiries through various channels.
- **Product and Process Guide:** I provide clear guidance on services and processes.
- **Interaction Record Keeper:** I maintain records for analysis and continuous improvement.

CONTENT AND SOCIAL MEDIA SPECIALIST

EYAYANA E-COMMERCE CORP. (*AU ACCOUNT*)

FEB 2017 – JAN 2019

- **Engagement Developer:** I create captivating content for the Vet Course Program.
- **Content Writer and Proofreader:** I write and refine content to ensure accuracy and quality.
- **Lead Nurturing Strategist:** I contribute concepts and strategies to guide prospective students seamlessly from expressing interest to enrollment.

EDUCATION

Xero Accounting & Bookkeeping using Australian Accounting (Online)

MSTCONNECT PH EDUCATIONAL CONSULTANCY DEC 2023

Bachelor Degree of Accounting Technology

ATENEO DE DAVAO UNIVERSITY OCT 2015

REFERENCES

Rose Larios
Concentrix Philippines
Team Manager
09456588091

Roccini Marie Emano
Optum Global Solutions
Team Manager
09163687808