



📞 09354310481

✉ ladyrosellecubian@gmail.com

🏠 Leyte, Philippines 6525

SKILLS

- Excelent Communication and Writing Skills
- Knowledgeable in Microsoft Applications
- Advanced Computer Literacy
- Extensive knowledge of troubleshooting process
- Proven ability to reply effectively to support related email, chat and phone calls
- Ability to adapt to changes in work assignments and willing to be trained
- Highly responsible, reliable and fast learner
- Ability to work under pressure and schedule flexibility

LANGUAGES

- English
- Filipino

LADY ROSELLE CUBIAN

GENERAL VIRTUAL ASSISTANCE | CUSTOMER SUPPORT

PROFESSIONAL EXPERIENCE

Pursuing opportunity which will allow me to grow professionally, while effectively utilizing my versatile skill to help promote your corporate mission and exceed team goals. Maintains a high level of professionalism, patience and high quality service.

WORK EXPERIENCE

Intern National Telecommunications Commission | Quezon City August 2018 - February 2019

- Helped formulate expenditure reports to submit to manager.
- Created presentations and printed important documents to prepare for staff meetings.
- Registered information on database to preserve accurate details.
- Excelled in managing day-to-day office operations, coordinating schedules, handling correspondence
- Proficiency in using Microsoft Office Suite, Google Workspace, and other administrative tools

Customer Service Representative / Technical Support Sykes Asia Inc, Synergis IT Center | Cebu City October 2019 - July 2024

- Communicating with customer through various channel (Inbound, Outbound, Chat and Email)
- Quality Analyst and Subject Matter Expert
- Monitoring and evaluating customer interactions,
- Addressed customer service enquires quickly and accurately.
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Trained and mentored customer service team in service standards, loyalty programs and product techniques.
- Telco Customer Service with Billing Assistance
- Diagnosing and resolving connectivity problems

Appointment Setter

- Conducted follow-up calls with accident clients, guiding them on legal options.
- Verified client information, gathered key accident and injury details, and promoted legal guidance benefits.
- Transferred consenting clients to intake specialists for attorney connections.

CERTIFICATION

- Certified Microsoft Office Specialist
- Certified in Virtual Assistance and Social Media Marketing, with Bookkeeping, Lead Generation, Content Creation, Website Design and Search Engine Optimization

SOFTWARE AND TOOLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Zendesk
- Talkdesk
- Google Workspace (Docs, Sheets, Slides, Gmail)
- Order Management
- Live Ops
- Slack
- Zoom
- Canva
- CapCut
- Adobe Photoshop

EDUCATION

Southern Leyte State University
2015-2019

- Bachelor of Science in Information technology
- Coursework in Programming and Multimedia (Photo and Video Editing)

CHARACTER REFERENCE

 Ryedel Claude Ordesta
 Supervisor
 09177861222
 ryedelclaud21@gmail.com

 Elytea Jul Rosales
 SME
 09603581301
 ejuls98@gmail.com