



CHARNEL V. LLADONE

CUSTOMER SUPPORT SPECIALIST/
EXECUTIVE VIRTUAL ASSISTANT

PERSONAL PROFILE

Hi, I'm Charnel, a dedicated Executive Virtual Assistant here to help busy professionals streamline their workflow and stay organized. From managing schedules and emails to handling administrative tasks and project coordination, I ensure everything runs smoothly so you can focus on what matters most. Let's work smarter together!

CONTACT

-  Manila, Philippines
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EDUCATION

The National Teachers College
Bachelor of Secondary Education
Major in English and Literature

SKILLS

- Customer/Client Success Specialist
- Technical Support
- Administrative Support
- Project Management
- Skilled in Google and Microsoft Office.
- Digital File Management

WORK EXPERIENCE

VLD GROUP (Global Financial Impact)

Executive Assistant to the CEO- Laura & Anthony Resendez
(Mar 2024 - November 2024)

- Manage and monitor the Zoom virtual office
- Data Entry for the agent's information and files
- Manage the company's agent group chat via GroupMe & Telegram
- Email management for the CEO's business email
- Schedule and remind agents about upcoming trainings and events of Global Financial Impact

Premier Healthcare Staffing Agency

Team Leader (August 2022- Mar 2024)

Sales Representative (May-Aug 2022)

- Recruit healthcare professionals/talents throughout the state of California, Nebraska, Colorado, Idaho via social media such as Facebook groups, LinkedIn, referrals, etc.
- Manage shifts for healthcare professional per facility (per diem, contracts, and travel assignments)
- Process talents' applications and data profiles using KAMANA - a platform dedicated to healthcare professionals.
- Handling calls, SMS, and emails to answer questions and facilitate good relationships with the healthcare providers with an average 100-200 calls per day
- Manage and handle a team of 6-8 people to help maintain above and beyond KPIs

Client Service Associate - Facebook

(June 2021 - January 2022)

- Answer inquiry emails about Facebook Ads
- Provide solutions to resolve problems involving advertisements through chat

Technical Support Advisor- AT&T UVERSE/DTV ACCOUNT

(May 2018 - June 2021)

- Troubleshoot complex customer issues concerning their technical problems with the internet, IPTV, and VOIP.
- Maintain an above-average metrics of the company's standards by providing good customer support.
- Monitor the benefits and claims of the clients provided by supporting documents such as claim insurance ID.