

# KYRE VINCENT P. GARCIA

## VIRTUAL ASSISTANT

### Skills

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Kabugwason Homes, Mansilingan  
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Highly motivated and professional former Data Analyst with over 5 years of experience providing high-level support to senior executives. Proficient in managing and handling confidential documents, and communicating. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

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### Experience

#### Mining 4 Homes / Lead Manager / Appointment Setter

2023-2024, Remote

- Identified potential real estate leads or prospects through email and chat outreach
- Reached out to potential sellers or leads to introduce the service through SMS, Facebook and Gmail
- Arranged appointments or meeting through Calendly or Google Calendar
- Kept track of appointment schedules or callbacks to make sure there are no overlaps and we are able to talk to each seller properly and gauging their interests in selling their properties
- Sent reminders through email or SMS and ensure that we have the correct numbers and in order for us to persuade them to have their properties assigned to us without lowballing them too much and making sure that we profit from the transaction
- Maintained accurate and up to date records using Podio, Google sheets and Trello
- Input and maintained data in Spreadhseets databases and other CRM's

#### Ubiquity Global Services / Risk Operations Analyst (POC)

2021 - 2023, Bacolod City

- A back office work. on this field I am handling 2 segments on chime program, the two segments are UT and RFD. UT (Unauthorized Transactions)
- On this segment we are investigating cases or dispute from customers or cardholders of CHIME which is very critical since we are the one who decide if the claim will be approve or deny.
- The RFD (Request For Documents) On this segment we are handling confidential documents used for investigating claims or dispute we are checking if there are foul and personal information that was included on the documents and we are sending that through Zendesk email to our cardholders.
- I have also worked on Greendot program which also investigating dispute or claim of the cardholders.
- I was a POC of our team which is I am the one in charge if our team lead is out.

**Telesynergy / Customer Support Representative / Technical Support Representative**

2020-2021, Bacolod City

- Order Entry
- Working on FYF (FROM YOU FLOWERS) Taking orders of flowers and processing it through the system also if there are problems on the order I am helping for customer satisfaction.
- Car Auction
- Working on a program about cars, auctioning cars and helping veterans liked retired army or public service to processed and checking cars.

**Focus Direct Inc / Customer Service Representative**

2018-2020, Bacolod City

- Technical Support
- Aside from dealing with customers through phone, I am dealing also with our clients through chat if there are any issue about the tools that we are using.
- Card handling
- For card handling, I am handling different kinds of cards such as Visa, Visa Electron, Visa Debit, VPay, Mastercard, Debit Mastercard, Maestro and Bcard and other private banking companies.

**Transcom / Customer Service Representative**

2018, Bacolod City

- Customer Service Representative
- Dealing with customers on the program of Clickbank, helping customers if there are any issues about the orders such as delay of deliveries, product defect, fees and if customer is frustrated with the product.
- Technical Support
- Aside from dealing with customers through phone, I am dealing also with our clients through chat if there are any issue about the tools that we are using.

**Uniquity Global Services / Customer Service Representative**

2017, Bacolod City

- Customer Service Representative
- Dealing with customers on the program of Clickbank, helping customers if there are any issues about the orders such as delay of deliveries, product defect, fees and if customer is frustrated with the product.
- Technical Support
- Aside from dealing with customers through phone, I am dealing also with our clients through chat if there are any issue about the tools that we are using.
- Card handling
- For card handling, I am handling different kinds of cards such as Visa, Visa Electron, Visa Debit, VPay, Mastercard, Debit Mastercard, Maestro and Bcard and other private banking companies.

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**Education**



**University of Negros Occidental - Recoletos / Information Technology & Accounting Technology**

2014-2016, Bacolod City

**Negros Mission Academy / High School**

2013-2014, Bacolod City