



KRISTINE MENDOZA - EVORA

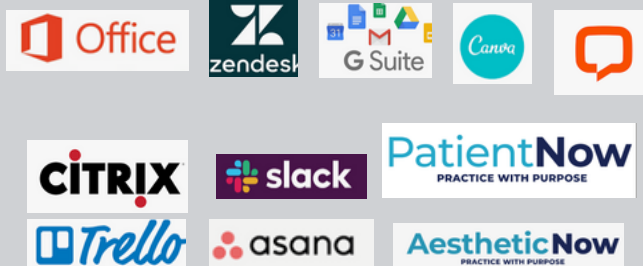
BUSINESS VIRTUAL ASSISTANT

Knowledgeable and dedicated customer service professional with extensive experience in BPO industry. Solid team player with outgoing, positive demeanor and proven skills with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in speed, quality and process optimization. Articulate, energetic and results oriented with passion in developing relationships growing business.

SKILLS

- Schedule Management
- Service Standard Compliance
- Customer Service
- Email and Chat Support
- Complaint Resolution
- Account Management
- Data Entry
- HIPAA Compliant
- Medical Records Management
- Management Nutrition Plan

TOOLS



WORK EXPERIENCE

2023-2024 (Freelance Fulltime) Aesthetic Clinic Medical Virtual Assistant

- Following up with clients order on Shopify
- Enter client details into EMR
- Help create social media ads
- Email management and correspondence.
- Calendar management and document management - Scheduling and meeting preparation.

2020-2023 (Local Fulltime) Homeschool Global Senior Support Lead

- Guided team members with clear directions, timelines, and feedback.
- Responded to customer calls and emails to answer questions about products and services.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.

2020-2022 (Freelance - Part time) Fitness Gym Virtual Administrative Assitant

- Make a client profile, set up a payment contract, and onboard them.
- Track and organise information in Google Sheets.
- Manage employee information in HR software, onboarding, etc.

2015-2016 (Local Fulltime) Interglobe Technologies - AU account Travel Specialist

- Resolved problems, improved operations and provided exceptional service.
- Proved successful working with tight deadlines and fast-paced atmosphere.
- Actively listened to customer requests, confirming full understanding before addressing concerns.

- Personal References
- Abigail Delusa
- Team Leader
- Homeschool Global
- +63151426126

Freelance Dietitian

Conducted individual assessment and developed custom health mealplans

2013-2015 (Local Fulltime) Teleperformance - Telstra Billing Representative

- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns
- Answered customer calls promptly to avoid wait times

2003-2005 Bautista Diabetes Center

Head Dietitian Educator

Facilitate Nutrition counselling

Educate people the importance of diet and made mealplan

EDUCATION

2019-2020

Kolehiyo ng Lungsod ng Lipa

Bachelor of Science in Professional Education

1998 -2002

Philippine Normal University

Bachelor of Science in Nutrition and Dietetics