

# MARIELLE THERESE LACSAMANA

EXPERIENCED VIRTUAL ASSISTANT



Utah St. El Puerto Real  
Subdivision Alangilan,  
Batangas City, 4200,  
Philippines



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## ABOUT ME

As a highly experienced professional, I demonstrated excellent communication, problem-solving, and leadership skills in roles such as CSR, Team Lead, Quality Analyst, Freelance Virtual Assistant, and Medical VA since 2009. Possessed strong abilities in customer service, order processing, product knowledge, team management, quality evaluation, administrative support, and healthcare operations.

## SKILLS

Call center experience

Inbound and outbound calling

System implementation

Quality assurance controls

Business development understanding

Schedule mastery

Customer Service

[Product or Service] knowledge

Problem-solving abilities

Microsoft Outlook

Multi-Task Management

Calendaring

Client Relations

Microsoft Word

Critical thinking

Scheduling

Research

Data collection

## LINKS

### LinkedIn:

<https://www.linkedin.com/in/therese vergara/>

### Facebook:

<https://www.facebook.com/shynthere>

## EDUCATION

### BACHELOR OF SCIENCE

**Far Eastern University / Manila / 2008**

Graduate in Bachelor of Science in Nursing

## WORK EXPERIENCE

### Steven Reid Enterprise LTD PTY

Feb 2017 - Feb 2025  
Queensland, Australia

### FREELANCE VIRTUAL ASSISTANT/ OPERATIONS SERVICE COORDINATOR/ BUSINESS DEVELOPMENT MANAGER

- Efficiently manage customer inquiries, including order processing, billing issues, disputes, and complaints, ensuring timely and accurate resolutions.
- Proactively communicate order details to customers via SMS or telephone, providing critical information such as pricing, scheduling, and anticipated delays.
- Conduct effective cold calling to generate leads and enhance business opportunities.
- Support operations for a workforce of 800 staff nationwide, ensuring seamless coordination and communication.
- Skilled in utilizing tools such as QuickBooks, Key pay, Asana, Trello, Zoho(CRM+ Desk + Recruit etc), Google Drive, and Microsoft Outlook to streamline processes and improve productivity.
- Lead HR efforts, including recruitment, screening, interviewing, and placement of top talent, aligning workforce with business objectives.
- Strategically manage weekly and monthly rosters to optimize staff allocation and operational efficiency.
- Engage directly with clients to assess their needs and tailor services to align with company offerings.
- Coordinate and oversee service scheduling, execution, and delivery, ensuring adherence to timelines and maintenance of quality standards.
- Proactively resolve client issues, escalating when necessary to achieve optimal customer satisfaction.
- Leverage the company system for effective tracking of service requests, maintaining comprehensive client records and communication logs.
- Collaborate with internal teams to guarantee service delivery aligns with client expectations and meets established service-level agreements (SLAs).
- Generate and present reports on service delivery metrics, identifying trends and opportunities for continuous improvement.

### Pak Medical Group Sep 2021 - Jun 2023 New Braunfels, Texas

### VIRTUAL HEALTH ASSISTANT

- Handling incoming calls
- Refills prescription
- Scheduling appointments
- Book following up appointment
- Collect copays and coinsurance
- Upload documents
- Collecting information
- Creating chart
- Prior authorization/ Referrals

### TaskUs Aug 2020 - Aug 2021 Batangas City

### TEAMMATE/QUALITY ANALYST

- Monitor calls and report data and trends to the QA and Operations team.
- Gather and track individual and team progress using a quality tracking data management system.
- Deliver actional services to multiple internal support groups
- Provide feedback to the team leader and supervisors.
- CSAT/DSAT Analyst Report
- Facilitate QA Talk Monthly/Weekly
- Cascading process updates
- Creating one pager using Canva
- Maintaining a positive, empathetic, and professional attitude toward TMs or customers at all times
- Responding promptly to inquiries
- Providing feedback on the efficiency of the customer service process
- Executing assigned admin tasks
- Ensure customer satisfaction and provide professional customer support

### KNL Realty Mar 2018 - Mar 2020 Boston Masachuhettes

### PROPERTY MANAGEMENT CUSTOMER SERVICE ASSOCIATE.

- Oversee day-to-day operations of assigned properties, ensuring properties are well-maintained and in compliance with all regulations and laws.
- Coordinate property maintenance, repairs, and renovations as needed. Ensure that work orders are completed on time and within budget.
- Conduct regular property inspections to identify and resolve potential issues.
- Serve as the primary point of contact for tenants, addressing concerns, complaints, and requests in a professional and timely manner.
- Ensure high levels of tenant satisfaction through effective communication and problem resolution.
- Coordinate move-ins and move-outs, including conducting walkthroughs and documenting property conditions.
- Manage leasing activities, including showing available units, screening potential tenants, and processing applications.

### Crewbloom Aug 2016 - Jan 2017 New York, USA

### TEAM LEAD

- Serves as POC of the company for all virtual assistants in the Philippines.
- Monitors, updates and coaches agents with regards to their KPI's Lead Generation.
- Calendar Management.
- HR & Payroll assistant.
- Recruitment Specialist
- Client Relationship Manager.

### Sykes Marketing Services Inc. Aug 2010 - Sep 2013 Pasig City

### COLLECTION AND LOAN RESOLUTION SPECIALIST

- Inbound and Outbound calls. Handles delinquent accounts and foreclosed properties.
- Manages call time and resolution without sacrificing quality.
- Offer programs based on their financials.
- Assist customers/borrowers for the breakdown of their monthly payments

### ACS Lipa Nov 2009 - Jun 2010 Lipa City

### CUSTOMER SERVICE REPRESENTATIVE

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.