



FRANCIS JOSE GARCIA

Virtual Professional

About Me

Accomplished professional with 9 years of experience in the BPO industry, including 2 years in managerial roles and as a business owner, and the past 4 years excelling as a Virtual Professional. Adept at streamlining operations, fostering client relationships, and delivering results in dynamic environments. Skilled in administrative support, team leadership, and leveraging technology to drive efficiency and growth.



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Calamba City, Laguna
Philippines

Profile Skills

- Management Skills
- Photo and Video Editing
- Digital Marketing
- Negotiation
- Critical Thinking
- Leadership
- Appointment Setting
- Email Management
- Finance
- Customer Service
- Technical Support
- Sales
- HR

Experience

Executive Assistant / REVA / Transaction Coordinator Real Estate

March 2020 - November 2024

- Manage real estate transactions, email correspondence, administrative tasks, and order processes with efficiency and precision.
- Support marketing initiatives by creating newsletters, batch emails, and social media content
- Oversee onboarding and offboarding, mentor virtual assistants, and utilize basic photo and video editing skills for content creation.

Client Success Specialist, Project Manager SMA Support Services

August 2021 - April 2023

- Provided exceptional support to Roofle by utilizing tools like Roofr, Nearmaps, and Google Earth for precise roof measurements, ensuring seamless project execution.
- Excelled in calendar management, data entry, analytics, and lead scheduling while supporting Hoffman Weber Construction's operational efficiency.
- Gained valuable expertise in construction industry tools and processes, delivering outstanding client success and project coordination.

Video Editor, Marketing Specialist, E-Commerce Specialist January 2021 - April 2023

- Utilize video editing tools like Filmora and Adobe Premiere Pro to produce polished content, including merging clips, adding effects, and ensuring high-quality visuals and sound.
- Contribute to content creation by designing thumbnails, digital artwork, and generating creative ideas for advertising campaigns.
- Leverage data analytics and research skills to optimize performance on social media platforms and drive marketing success.
- Ecommerce Expert (handling 15 accts for Amazon, Houzz, Walmart and eBay), Order Management, Customer Relations/ Retention & Invoicing, Order Tracking

System Expertise

- Filmora Wondershare
- Adobe Premiere Pro
- Canva
- Monday.com
- Hubstop
- SEO (Google Analytics, FB Insights etc.,)
- Mail Chimp
- Trello
- Slack
- Discord
- Asana
- Google Software (Google Workspace, Gmail, Calendar, Meet, Chat, Drive, Docs, Sheets, Slides, Forms, Sites, and more)
- Microsoft Software (Outlooks, Teams, Powerpoint, Excel, Word etc.)
- ECommerce: Amazon, eBay, Houzz, Walmart
- Sales Force
- FUB

Senior Operations Manager

RMTA Business Solutions

February 2018 - September 2020

- Oversaw overall operations, managing bills, utilities, and agent performance to ensure seamless business functionality.
- Conducted personalized coaching and comprehensive training sessions to enhance agents' skills and deliver exceptional service.
- Collected and analyzed client data, providing actionable insights to support informed decision-making and operational optimization.

Customer Service Representative

Conduit Global

August 2017 - January 2018

- Provide exceptional customer service to Verizon customers by addressing account inquiries, bill queries, and ensuring overall satisfaction.
- Guide eligible customers through the account upgrade process, offering tailored options and helping them make informed decisions.
- Leverage in-depth knowledge of Verizon's products and services to deliver accurate, personalized support, enhancing the customer experience.

Transaction Specialist

Arvato Bertelsmann

May 2017 - July 2017

- Assisted Microsoft clients with the licensing process, ensuring a smooth and efficient experience by guiding them through requirements and addressing inquiries.
- Delivered exceptional customer service, providing accurate and timely information to resolve concerns and enhance client satisfaction.

Subject Matter Expert

Concentrix Philippines

July 2014 - April 2017

- Customer Support Representative (AT&T Small Business): Provided billing and payment support to small business customers, ensuring efficient account management.
- Customer Care Representative (Google): Delivered exceptional service across Google services like Play, Apps, YouTube, and Android, and completed cross-training in various technical support areas.
- Subject Matter Expert (Google): Promoted to support new agents, sharing expertise in troubleshooting and customer care to maintain high-quality service and team performance.

Customer Service Representative

Convergys Philippines

July 2011 - May 2013

- Assisted customers with billing inquiries, providing accurate and prompt solutions to ensure satisfaction.
- Conducted personalized coaching and comprehensive training sessions to enhance agents' skills and deliver exceptional service.
- Demonstrated adaptability and versatility in supporting various areas, contributing to the success of both Orange UK and Everything Everywhere UK.

Collection Specialist

HSBC - HDPP Representative

September 2010 - February 2011

- Ensured timely resolution of outstanding credit card payments, helping customers settle balances or set up feasible Promise-to-Pay arrangements.
- Utilized effective communication and negotiation skills to assist customers in meeting financial obligations while maintaining positive relationships.
- Contributed to optimal collection results, upholding HSBC's commitment to exceptional service and customer satisfaction.

Education

COLEGIO DE SAN JUAN DE LETRAN - CALAMBA

Bachelor of Science in Commerce

Major in Management

2006 - 2010