

# SHERATONE ABIÑO

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## VIRTUAL ASSISTANT

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### CONTACT

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09-61416-5178

sherratonea@gmail.com

### PROFILE

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I've had the opportunity to lead incredible teams, ensure compliance, and provide top-notch customer service. I love problem-solving, multitasking, and using data to improve processes. At OptumRx, I led teams to streamline operations, boost performance, and maintain high standards. I also managed administrative tasks, performance, and drove team success. Passionate about leading with empathy and always keeping the customer in mind. I'm now looking for a General Admin Virtual Assistant role to apply my skills in a remote setting. Let's connect!

### SKILLS

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Team Leadership  
Customer Service  
Account & Performance  
Management  
Social Media Management  
Problem-Solving  
Multitasking  
Data Analysis  
Administrative Skills  
Customer Retention  
Communication

### EDUCATION

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College Undergraduate

**2014-2016**

BA in Psychology

### EXPERIENCE

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Account Manager / Supervisor

Optum Global Solutions

#### **2021–Present**

Began as a Customer Service Representative and quickly advanced to Supervisor, where I now manage daily operations, including overseeing agents' scorecards, performance management, and goal achievement. Lead and coach a team to ensure high service standards, providing ongoing training and support. Manage the company's social media presence, ensuring consistent brand messaging and engagement. Monitor data integrity to ensure accurate reporting and drive continuous improvement to meet and exceed company objectives.

Customer Retention Specialist

#### **2020-2021**

Proactively identified at-risk clients and delivered tailored solutions to prevent churn, fostering long-term customer loyalty and satisfaction.

Customer Service Representative at Macy's

#### **2016-2019**

Resolved customer issues with orders, damaged, stolen, or lost items, ensuring satisfaction. Processed orders, returns, and maintained accurate records while collaborating to improve service efficiency.