



CAMILLE TAN

PERSONAL PROFILE

I am a General Admin Virtual Assistant with 4 years experience as a Customer Service Representative in a BPO contact center and more than 2 years experience as a VA handling administrative tasks, making phone calls, dispatch, managing email, calendar and bookings.

WORK EXPERIENCE

CSR/DISPATCH

Righthway Locksmith and Pest Control UK | April 2024 - present

- Customer Service
- receiving and prioritizing calls
- coordinating personnel or technicians
- ensuring efficient operations by managing booked jobs, schedules and providing real-time updates

LEAD GENERATION SPECIALIST

FullCircle Placements | March 2023 - April 2024

- Use Sales navigator on LinkedIn in gathering leads
- Data entry
- Contacting prospective leads via email

PRODUCT RESEARCHER

Digitals by Krista | May 2022 - January 2023

- Helping with day-to-day project tasks
- Research popular products on Etsy
- Compile a list of bestsellers and create pins on Pinterest of the products listed in the store

PRODUCT DESCRIPTION WRITER

Digitals by Krista | Feb 2022 - May 2022

- Helping with day-to-day project tasks
- Create product descriptions for my client's designs
- Write posts/promote the products on social media

TELEMARKETER

Viatech Industries Inc. | March 2022 - May 2022

- Calling business owners and sell client's products

COLD CALLER

Profitable Real Estate Center LLC | Feb 2022 - March 2022

- Helping with day-to-day project tasks
 - Create product descriptions for my client's designs
 - Write posts/promote the products on social media
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CONTACT

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EXPERTISE

Customer Service
Data Entry
Calendar
Management
Email Management

SOFTWARE KNOWLEDGE

Basic Graphic Design
Basic GohighLevel
Jobber
Team Communication
Software
CRMs

PERSONAL SKILLS

Technical Proficiency
Team building
Communication
Problem Solving
Resourceful

SALES REPRESENTATIVE

Avas Flowers/ Nov 2021 - December 2021

- Customer Service
- Answer calls and process orders from customers who are purchasing flowers

ORDER ENTRY/CUSTOMER SUPPORT

Northern Lights Development Technology / July 2021 - October 2021

- Customer Service
- Answer and place orders for customers
- Checking inventory or item stocks

CUSTOMER SERVICE REPRESENTATIVE

Teletech PH / Sears Delivery / July 2018 - May 2019

- Handle calls, process orders and delivery inquiries
- send technicians for appliance repairs
- basic troubleshoot for appliance complaints and process replacements if needed

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance (Caesars entertainment) / March 2015 - December 2017

- Customer Service
- Answer calls from guests booking a hotel room, restaurant, and event reservations
- Upselling

CUSTOMER SERVICE REPRESENTATIVE/MEDIATION

ePerformax Contact Centers & BPO (eBay North America) / December 2013 - September 2014

- Receiving and prioritizing calls from buyers and sellers disputes
 - Mediating between buyers & sellers to resolve disputes & issues
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