



# Vanessa Kristina Palmares

EXECUTIVE VIRTUAL ASSISTANT ||  
CUSTOMER SERVICE REPRESENTATIVE

## SKILLS & TOOLS:

Soft Skills · Google Workspace · Microsoft Office · Confidentiality · Skilled Multi-tasker · Multitasking · Problem Solving · Customer Satisfaction · Attention to Detail · Analytical Skills · Teamwork · Data Entry · Communication · Customer Service · Travel Arrangements · Chat Support · Data Entry · Email Management · Guest Booking · Airline Reservations · Airline Ticketing · Booking Systems · Hotel Booking · Reservations · Telecommunications Billing · Sales Processes · Technical Support · Cold Calling · Administration · Lead Generation · Calendaring · Problem Solving · Virtual Assistance · Admissions · Appointment Scheduling

## WORK EXPERIENCES:

- **triOS College**

- Assist incoming students in setting up an appointment for a consultation with an Education Counselor
- Manage Education Counselor's schedule for interviews

- **IQOR Philippines – Frontier Airlines**

**(February 2023 – August 2023)**

- Assist passengers with concerns related to voluntary schedule changes, modification requests, lost/ delayed baggage issues, pre-booking questions, new bookings, etc.
- provide alternative solutions to controllable and uncontrollable schedule changes and cancellations due to irregular operations
- offer additional services such as bags & seats
- process vouchers, refunds, and travel credits when necessary

- **Concentrix CVG Philippines, Inc. – Booking.com**

**(February 2021– February 2023)**

- Assist guests and property owners/staff with any reservations related concerns such as reservation modifications, cancellations, special requests, complaints, reviews, and relocations
- Fully trained to provide support via chat, email, and phone

- **Concentrix CVG Philippines, Inc. – COMCAST Triple Play**

**(September 2016 – February 2021)**

- Assist internal/external users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problems.

- Promote services to the customers (Cable, Internet, Home Phone), explain features and benefits and assist with sales order entry
- Troubleshoot basic to complex customer issues that are technical in nature including hardware, software, networking, or other designated client products
- Follow appropriate escalation path to resolve technical issues, including making follow up outbound calls to customers or other parties as needed

● **Convergys Philippines Services Corporation - Time Warner Cable**

**(February 2013- September 2016)**

- Assist customers with Billing concerns
- Assist internal/external users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problems.
- Troubleshoot basic to complex customer issues that are technical in nature including hardware, software, networking, or other designated client products
- Follow appropriate escalation path to resolve technical issues, including making follow up outbound calls to customers or other parties as needed

- **Panasiatic Call Centers, Inc. – Straight Talk Wireless**

**(January 2012– January 2013)**

- Assist customers anywhere in the USA, in adding minutes for text, calls and data.
- Troubleshoot mobile phone issues
- Assist customers with device navigation

## **TRAININGS & SEMINARS:**

- Amazon Basic Training
- General EA Tasks
- Email and Calendar Management
- Project Management and Files Management
- CS/ Email Communication
- Excel and Google Sheet Management
- Travel Concierge
- Canva/Photo Editing
- Basic Bookkeeping and Accounting