



## RAQUEL ESTRELLA RODRIGUEZ



### SUMMARY

I am a Virtual Assistant with guaranteed impeccable output. I am adept and highly experienced in providing analytical skills and correspondence. I have a talent for managing emails and social media.

### OBJECTIVE

To fulfill my responsibilities as an effective virtual assistant. I aim to utilise my skills in handling administrative tasks and entrenching smooth office procedures, so as to produce quality outputs, ultimately helping your business thrive.

### WORK EXPERIENCE

Position: Appointment Setter  
Company: Stafftronix  
Dates: July 2018 up to October 2018

- Contacted leads and set up an appointment over the phone
- Data Entry
- Sold Insurance
- Sent emails for the prospects and follow up
- Warm potential sales

Position: Billing Consultant  
Company: Telstra powered by Teletech  
Dates: June 2014 to July 2018

- Handled all billing enquiries
- Assisted customers with their account enquiries
- Performed basic troubleshooting for their Internet and Mobile data issues
- Sold mobile phone plans according to customer's preferences
- Set up new accounts for Mobile, Internet, Landline and Tablet

Position: Product Researcher  
Company: Innov Solutions  
Dates: February 2014 to April 2014

- Conducted research for the given outline
- Provided links from the different websites for the source
- Gathered information for specific products

Position: Technical and Customer Service Support  
Company: Convergys Cebu  
Dates: June 2013 to January 2014

- Provided operational support to local market field Technicians and day of installation assistance
- Resolved escalations from Technicians for troubleshooting

Position: Sales Architect and Customer Service Support  
Company: Teletech Cebu  
Dates: August 2012 to May 2013

- Sold products like Desktops, Printers, Laptops, etc.
- Handled returns and credits
- Basic troubleshooting for Desktops, Printers and Laptops

### **SKILLS**

- Self-driven
- Reliable
- Analytical skills
- Effective Time-management
- Exceptional typing skills
- Keen attention to details
- Strong work ethic
- Self-disciplined
- Diligence
- Ability to work under pressure and meet tight deadlines

### **EDUCATION**

Bachelor of Science in Hotel and Restaurant Management  
Iligan Medical Center College  
2007 - 2011

Secondary: Urios College High School (Now Father Saturnino Urios University)  
2000 – 2004

### **PERSONAL INFO**

Date of birth: February 16, 1987  
Gender: Female  
Nationality: Filipino  
Languages: Filipino, English