



VICKY B. PEDROLA



OBJECTIVE

My goal is to become associated with a company where I can utilise my skills and gain further experience while enhancing the company's productivity and reputation.

SKILLS

- I am good with Microsoft Word, Excel, etc.
- I am computer literate and can assist with software and hardware challenges
- I have good communication skills, and can play an active role in lengthy conversations
- I can handle stress and easily adapt to new tasks or assignments
- I am responsible, diligent and hard-working
- I always aim to competently and efficiently complete my tasks within the designated timeframe

WORK EXPERIENCE

Position: Virtual Assistant - Email Support
Company: Homebased

- I answer customer inquiries on behalf of the companies or businesses they work for via email
- Use of CRMs such as Frontapp to communicate with clients

Position: Data Researcher
Company: Demand Science Team Davao

- Email gathering
- Data mining
- Research analyst

Position: Virtual Assistant
Company: Homebased

- Data Entry/Data Profiling
- Organising files and collecting data to be entered into the computer
- Internet research

Position: SMM (Social Media Marketing)
Company: Callboxinc (BPO)
Date: 2013 - 2014

- We provide multi-channel lead generation services that are designed to help get clients in front of their target prospects at the best time — when they are most interested and ready to listen to what is on offer

Position: Financial Assistant/Travel Agent
Company: Hager Travel- Davao City
Date: 2012 - 2013

EDUCATION

Bachelor of Science in Information Technology
Interface Computer College
2009 - 2012

High School Diploma
Davao City National High School
2003 – 2007

AFFILIATION

Served full-time missionary at The Church of Jesus Christ of Latter-day Saints
Missionary Service for 18 months (Phils. Tacloban Mission)
July 2014 – January 2016