

KHINOZELLE BURCE

Khinozelle@gmail.com | +63 969 092 3407 | Cavite, Philippines

LinkedIn: www.linkedin.com/in/khinozelleburce

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant with nearly 2 years of experience providing executive-level support through calendar management, travel coordination, and confidential correspondence. Proficient in Microsoft Office Suite, Google Workspace, and project management tools to streamline workflows and enhance productivity. Skilled at managing complex scheduling across multiple time zones, coordinating high-level meetings, and maintaining Inbox Zero for busy executives. Recognized for proactive communication, organizational excellence, and problem-solving that ensures seamless operations in remote environments.

KEY SKILLS

Executive Calendar Management | Travel Coordination | Email Triage (Inbox Zero) | Meeting Minutes | Google Workspace | Microsoft Office Suite | Slack | Notion | CRM Management (HubSpot/Salesforce) | Data Entry | Confidential Correspondence | Cross-Timezone Scheduling | Proactive Communication | Organizational Excellence | Problem-Solving

PROFESSIONAL EXPERIENCE

- **Customer Service Representative**

- **Concentrix** | 2025 – 2026

- Answered 50+ daily customer calls regarding billing, technical issues, and account concerns, maintaining a 95% satisfaction rating.
 - Provided clear and accurate product information, contributing to a 15% increase in upsell conversions.
 - Resolved customer complaints efficiently, reducing repeat call volume by 20%.

- **Customer Service Representative**

- **YCO** | 2023 – 2024

- Handled inquiries and transactions with professionalism, achieving a 90% first-contact resolution rate.
 - Recommended tailored product solutions, driving a 10% increase in customer retention.

- **Virtual Assistant**

- **Brotherdale** | 2022 – 2023

- Managed executive email and calendar, achieving Inbox Zero across multiple accounts and scheduling 30+ weekly meetings without conflicts.
 - Designed and published 25+ monthly social media graphics using Canva, increasing engagement by 20% over 6 months.
 - Delivered responsive customer support, resolving 95% of inquiries within 24 hours.

- **Virtual Assistant**

- **MyMarketingPass** | 2021 – 2022

- Conducted online research and compiled data reports for business use, improving decision-making efficiency by 30%.
 - Handled 100+ weekly customer inquiries via email and chat, reducing average response time from 3 hours to under 1 hour.
 - Ensured timely completion of recurring tasks, maintaining 100% on-time delivery in a remote setup.

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365, Notion, Airtable

Communication: Slack, Zoom, Google Meet, Loom, Calendly

CRM & Marketing: HubSpot, Mailchimp, GoHighLevel, Later, Buffer

AI & Automation: ChatGPT, Grammarly, Zapier, Make.com, Google Apps Script

Design & Content: Canva, CapCut, Adobe Express, Figma (basic)

Project Management: Asana, Trello, ClickUp, Monday.com

EDUCATION

Undergraduate, Bachelor of Science in Accountancy

National College in Science & Technology | Cavite, Philippines | 2025

REMOTE WORK READINESS

Internet: Primary: Dasca Fiber Blaze 100 Mbps | Backup: Smart 5G mobile hotspot

Power Backup: APC UPS 1100VA (3-hour backup) | Generator access in building

Equipment: Asus Vivobook | Noise-cancelling headset | HD webcam]

Workspace: Dedicated home office | Quiet environment | Professional video-call background

Availability: Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones

LANGUAGES

English: *Fluent / Proficient*

Filipino: *Native / Fluent*
