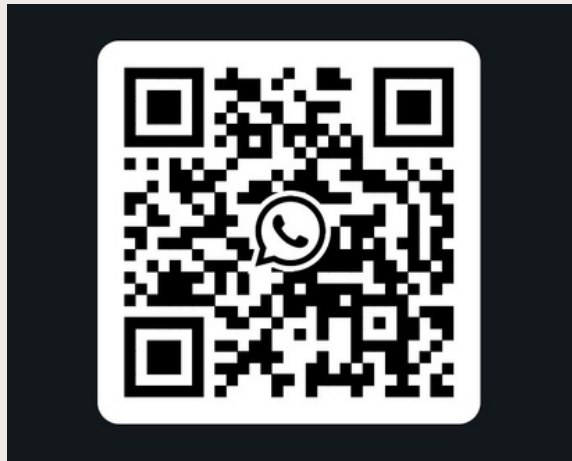






Lady Joanne Nidea Amparo

VIRTUAL ASSISTANT



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 <https://lady-amparo.mystrikingly.com>

 242 Zone 3 San Isidro Pamplona Camarines Sur

## ABOUT ME

Professional, detail-oriented, and results-driven Executive Assistant and Customer Service Specialist with over 3 years of experience in sales, collections, virtual assistance, and client support.

Proven ability to manage executive-level administrative tasks, client communications, calendar coordination, and sales pipelines. Recognized as a top-performing agent with strong rapport-building, organizational, and multitasking skills in fast-paced environments.

## MY MISSION

My goal is to support business owners by keeping their day-to-day operations organized and running smoothly. I focus on dependable executive and virtual assistance through clear communication, proper scheduling, accurate CRM management, and timely follow-ups.

With experience in customer service, sales, collections, and executive support, I help reduce workload, improve efficiency, and support business growth. I aim to be a reliable long-term partner who takes initiative, pays attention to detail, and genuinely cares about the success of the business.

## SKILLS

- Executive & Administrative Support
- Customer Retention & Rapport Building
- Accounts Receivable & Collections
- Cold Calling & Lead Prospecting
- Detail-Oriented & Time Management
- Travel & Itinerary Planning
- Sales & Upselling

## EXPERIENCE

**General VA & Sales Executive**  
GRADFIRST LTD  
PRESENT

- Built strong relationships with students and partners through consultative selling, understanding needs, and recommending suitable financial or education solutions.

**Collections Specialist**  
QUANTRICS ENTERPRISES, NOX  
01/2023 - 04/2025

- Reviewed customer accounts, monitored delinquency, and updated records accurately
- Utilized strong communication and negotiation skills to resolve payment issues and support overall financial performance.

**Customer Service & Sales Representative**  
SUTHERLAND GLOBAL - CAM SUR  
01/2022 - 01/2023

- Handled inbound customer inquiries via phone, email, and messaging, efficiently resolving billing, account, and service concerns.
- Built strong customer relationships by balancing persuasive sales techniques with high-quality service aligned with company standards.

## EDUCATION

2018 **BSc in Secondary Education - Major in English**  
2022 **CENTRAL BICOL STATE UNIVERSITY OF AGRICULTURE**

2012 **General Education**  
2018 **MAURA N. SIBULO NATIONAL HIGH SCHOOL**

## AWARDS

- Certificate of Achievement - Full-Time Working Student (June 2022)
- Certificate of Commendation - Ultimate Sales Contributor (July 2022)
- Recognition of Excellence - TripAdvisor Top Consultant (September 2022)