

# ANGELA DASALLA DE DIOS

📞 09309762599

✉ elladr@gmail.com

📍 152 Kabalitang St., KNL, Quezon City

---

## ABOUT ME

Detail-oriented virtual assistant skilled in live chat support, email management, and customer troubleshooting. Known for clear, empathetic communication and quick problem-solving under pressure. Fast learner on new helpdesk tools and passionate about improving customer experience through clear, concise replies.

---

## EDUCATION

Juban National High School | 2010 - 2014  
Graduated 4 year old curriculum

Eulogio "Amang" Rodriguez Institute of Science and Technology | 2015 - 2017  
Undergraduate - Completed 2year program | BachelorofFineArtsinCommercialArts

---

## CERTIFICATIONS

TESDA DRIVING NC II | 2024

---

## WORK EXPERIENCE

GCCS and Associates Co. | G. Araneta, Quezon City  
02/2020 - 03/2023

- Managed collection strategies to recover outstanding debts effectively.
- Negotiated payment plans with clients, ensuring compliance and timely resolution.
- Analyzed account statutes to identify high-risk collections for prioritization.
- Utilized advanced knowledge of collections software tools to streamline account monitoring and date entry task.
- Promoted company reputation by maintaining professionalism in all interaction with customers, even during difficult conversation.
- Strengthened team collaboration through regular communication, sharing best practice, and providing support during high-stress situation.

IBEX Global Solution | Shaw Boulevard,  
Mandaluyong City 06/2023- 01/2024

- Enhances the customer experience by offering immediate assistance and reducing wait times.
  - Manage Daily tracking, issues and request.
- 

## CHARACTER REFERENCES

• JOHN EMIL ESTERA, PhD  
09605301332

• ABIGAIL GUARIN  
09278684275