

GAIL VILLALOBOS

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PROFESSIONAL SUMMARY

Dedicated and highly organized Customer Support Specialist and Virtual Assistant with over a decade of experience in digital communication, administrative tracking, and multi-channel customer care. Proven track record in chat, email, and phone-based support environments, focusing on rapid ticket resolution, accurate data tracking, and high client satisfaction. Skilled in managing real-time schedules, resolving complex customer escalations, and using CRM systems like Salesforce. Expert at handling high-volume digital workflows while maintaining a warm, helpful, and professional tone.

CORE COMPETENCIES

- **Customer Support:** Chat Support, Email Management, Escalation Handling, Ticket Management
- **Technical Skills:** Salesforce, CRM Data Entry, Microsoft Office, Google Workspace, Digital Tracking Tools
- **Operational Excellence:** Appointment Setting, Administrative Support, Route Coordination, Calendar Management
- **Communication:** Written Communication, Copywriting, Multi-Channel Client Follow-Up (SMS/Email)

WORK EXPERIENCE

Virtual Assistant (Full-Time Freelance)

Everpro | Feb 2026 – Apr 2026

- Managed high-volume client communications and scheduled appointments efficiently using Salesforce CRM.
- Handled inbound digital and phone inquiries to resolve account issues, booking edits, and cancellations.
- Ensured a smooth, positive, and accurate booking experience for multi-regional clients.

Virtual Assistant

MM's Place | Jun 2025 – Dec 2025

- Managed written communications by responding promptly to customer digital inquiries regarding property rentals.
- Sent formal confirmation emails, booking rules, and critical details to guests prior to arrival.
- Designed engaging digital templates, conducted online research, and managed property content across platforms.

Appointment Setter / Scheduler (Full-Time Freelance)

SmartHouse Fire Solutions (Glen Iris, Victoria) | Aug 2023 – Sep 2024

- Coordinates geographic service zones and matched assigned field technicians with open daily schedules.
- Executed consistent multi-channel follow-up workflows using direct calls, professional voicemails, and SMS alerts.
- Confirmed technical compliance windows (Smoke/Electrical/Gas Safety) with tenants and logged final confirmations.

Onboarding Specialist (Full-Time Freelance)

Cord.Co | Feb 2022 – Apr 2022

- Handled written digital profiles and screened candidate experience metrics against specific location requirements.
- Structured applicant portfolios to tell a compelling professional narrative for hiring managers.

Customer Service Resolution / Escalation Specialist

Amazon Operation Services Philippines, Inc. | Apr 2021 – Feb 2022

- Managed high-stakes logistics support, assisting drivers with package tracking and delivery clarification.

- Resolved escalated customer inquiries via chat and phone, providing fast solutions to secure high retention rates.
- Guided customers through the technical process of filing detailed property damage claims accurately.

Flex Payment Associate

Amazon Operation Services Philippines, Inc. | Oct 2020 – Apr 2021

- Tracked driver payment records, calculated complex overtime distributions, and updated balance logs.

Customer Service Associate

Amazon Operation Services Philippines, Inc. | May 2019 – Oct 2020

- Provided real-time web support to help online shoppers navigate platforms, apply promo codes, and locate items.
- Handled high-volume transactions relating to e-commerce product returns, processing refunds, and tracking shipments.

Email Experience Specialist (CSR Level 2)

IBEX Global Solutions (Philippines) Inc. | Oct 2015 – Oct 2016

- Managed text-based email workflows assisting users and drivers with ride tracking, payment claims, and fare refunds.
- Resolved driver compensation discrepancies caused by lost internet service or technical disruptions.

ADDITIONAL RELEVANT EXPERIENCE

- **Content/Creative Writer (CSR Level 1)** | IBEX Global Solutions | Feb 2015 – Oct 2015
- **Consultant / Advisor (CSR)** | ACS A XEROX Company | Jan 2010 – Sep 2013
- **Subject Matter Expert (SME)** | Teletech Bacoor | May 2010 – Jun 2010
- **Process Executive / Associate (CSR)** | HSBC Electronic Data Processing | Apr 2006 – Jun 2006

EDUCATION

Bachelor of Science in Hospitality Management

St. Jude College Dasmariñas Cavite, Inc. (Dasmariñas, Cavite) | Graduation: 2007

- Specialization: Hotel & Restaurant Management

PROFESSIONAL REFERENCES

- **John Paul Patricio** – SDS Team Manager, Amazon Operation Services Philippines, Inc. | Phone: (0908) 872-3439
- **Clinton Wilson** – Operations Manager, SmartHouse Fire Solutions | Email: clintonwilson13@hotmail.com | Phone: +61 418 92 477
- **Hamish Mcdonald** – Senior Team Leader, SmartHouse Fire Solutions | Email: hamish.macdonald95@gmail.com | Phone: +61 425 318 353