

## ADRIAN MENDOZA BELLEZA

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## VIRTUAL ASSISTANT | CUSTOMER SUPPORT SPECIALIST (REMOTE)

Reliable and detail-oriented Virtual Assistant with 6+ years of experience in customer service, technical support, and sales for US and Canadian clients. Skilled in handling high-volume email, chat, and phone support while maintaining excellent customer satisfaction. Experienced in remote work, online business operations, and administrative support. Highly adaptable, tech-savvy, and capable of working independently with minimal supervision.

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## CORE SKILLS

Virtual Assistance • Email & Inbox Management • Customer Support (Phone/Chat/Email)  
Data Entry & Web Research • CRM & Ticketing Systems • Calendar Management  
Order Processing & E-commerce Support • Microsoft 365 & Google Workspace  
Administrative Support • Lead Generation • Time Management • Remote Collaboration

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## REMOTE TOOLS & PLATFORMS

Microsoft 365 • Google Docs/Sheets/Drive • Gmail & Outlook  
Zoom • Microsoft Teams • Basic CRM Systems • Online Selling Platforms

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## PROFESSIONAL EXPERIENCE

### Account Specialist / Outbound Sales (Remote-Ready Skills)

*World Hub Services* | Feb 2015 – Jan 2017

- Achieved **110–120% of monthly sales targets** through client outreach and follow-ups
- Handled **50+ daily interactions** via calls and email while maintaining accuracy
- Improved customer retention by **15%** through relationship management
- Maintained **95%+ first-contact resolution**, reducing repeat inquiries

### Customer Service Representative (Email & Chat Support)

*William Hill Online* | Jan 2014 – Dec 2014

- Managed **60+ daily customer inquiries** across phone and email channels

- Maintained **95%+ customer satisfaction (CSAT)**
- Reduced escalations by **20%** through proactive problem-solving

### **Technical Support / Sales Representative**

*Shore Solution* | Jun 2013 – Nov 2013

- Provided step-by-step troubleshooting and remote assistance for US customers
- Achieved **10–15% upsell conversion rate**
- Maintained **98% quality assurance scores**

### **Technical Support / Customer Support**

*Iopex Technology* | Nov 2012 – Jun 2013

- Supported **50–70 customers daily** with technical and billing concerns
- Reduced repeat calls by **15%** through effective issue resolution
- Maintained **95%+ QA performance scores**

### **Customer Service Representative (Canada Account)**

*Telus International Philippines* | Dec 2011 – Nov 2012

- Handled **high-volume inbound support (60+ daily)**
- Maintained **90–95% CSAT scores** while meeting all KPIs

### **Customer Service / Inbound Sales**

*IBM Daksh* | Apr 2011 – Oct 2011

- Generated revenue through upselling with **10%+ conversion rates**
- Assisted customers with account management and billing

### **Customer Service Representative**

*Transcom Worldwide* | 2008 – 2010

- Processed **100+ orders per shift** with **98% accuracy**
- Managed service activations and customer requests efficiently

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## **REMOTE EXPERIENCE & ENTREPRENEURSHIP (2017–2025)**

### **Online Seller / Self-Employed**

- Managed a small e-commerce business (clothing & food products)
- Handled **end-to-end operations**: product listing, customer inquiries, order processing, and delivery
- Maintained **100% order completion rate and positive customer feedback**
- Performed **basic bookkeeping, inventory tracking, and social media posting**

- Strengthened skills in **self-management, remote communication, and multitasking**
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## **EDUCATION**

### **Bachelor of Science in Management**

Colegio de San Juan de Letran | 2003 – 2007

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## **TRAINING**

International Call Center Proficiency Course

Call Centre Academy Pasig | 2008

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## **TECHNICAL SKILLS**

Microsoft Excel (data tracking, basic reports) • Word • PowerPoint

Google Sheets & Docs • Email Management • Internet Research

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## **REMOTE WORK READINESS**

- ✓ Quiet home workspace with reliable internet
  - ✓ Comfortable working independently and meeting deadlines
  - ✓ Flexible schedule for US, UK, or AU time zones
  - ✓ Fast learner with strong attention to detail
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