



RICA MAE PINEDA

Virtual Assistant

ABOUT ME

Detail-oriented Virtual Assistant with proven expertise in calendar management, email filtering, and document organization, seeking to optimize workflows and reduce administrative burden for a dynamic professional.

EDUCATION

Bachelor of Secondary Education (Undergraduate) - Asia Pacific College of Advanced Studies (08/2019 - 12/2021)

Senior High School - Bataan National High School (06/2017 - 04/2019)

SKILLS

Management Skills

Creativity

Customer Relationship Management (CRM)

Computer Literacy

Critical Thinking

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Sta. Lucia, Magalang, Pampanga 2011

EXPERIENCE

Customer Service Representative (E-commerce) 03/2022- 05/2022

1-800 Flowers.com | Inspiro Relia Inc.

Holistic approach focused on profitable growth through exceptional customer experience, increased conversions, and expanded market reach.

Customer Service Representative (Telco) 05/2022 - 07/2022

Assurance Wireless | iQor Clark

Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues. Developed rapport with customers through active listening skills, leading to higher retention rates and positive feedback from clients.

Technical Support Agent 09/22 - 01/2024

T-Mobile | Alorica Inc.

Delivered exceptional customer service by quickly addressing concerns and providing clear, concise explanations of technical solutions. Improved customer satisfaction by providing timely and accurate technical support for various software and hardware issues.

CHAT Sales Support 01/2024 - Present

Brightspeed CHAT | VXI Global Holdings Inc.

Contributed to sales growth by upselling products and services based on individual customer requirements. Collaborated with vendor development and support staff to resolve various issues impacting sales activities.

REFERENCES

Michelle Shaira Fernandez

Co-worker | CSR

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Arlene Joy Doctolera

Co-worker | TSR

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