



Rica Mae Pineda

GENERAL VIRTUAL ASSISTANT /
SALES AGENT

Contact

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Magalang, Pampanga PH 2011

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)

Junior High School - **Samal
National High School**
(06/2013 - 04/2017)

Experience

Customer Service Representative (E-commerce)

1-800 Flowers.com | Inspiro Relia Inc.
03/2022- 05/2022

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

Ability to handle inquiries, resolve complaints, and maintain high customer satisfaction ratings. Ecommerce thrives on positive customer experiences.

Customer Service Representative (Telco)

Assurance Wireless | IQor Clark
05/2022 - 07/2022

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 Representative (Telco)

T-MOBILE | Alorica Clark
09/2022- 01/2024

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

Sales CHAT Support Representative (Telco)

Brightspeed CHAT | VXi GLOBAL HOLDINGS
01/2024 - 06/2026

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

References

Luigi Torres

Former Team Leader

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Rudolph Guevara

Former Team Leader

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