

# MAY FLOR CELIS

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## PROFESSIONAL SUMMARY

Results-driven remote professional with experience in customer support, team management, training, recruitment, inbound/ outbound calling, appointment setting, image sourcing, AI processing, caption editing, and administrative support. Skilled in handling high-volume interactions, resolving customer concerns, and maintaining strong service standards. Proficient in CRM systems, GSuite, Canva, and remote collaboration tools, with strong communication, multitasking, and organizational skills. Adaptable, detail-oriented, and committed to delivering efficient support in fast-paced environments.

## TOOLS AND SKILLS

- GSuite, Asana, Trello, ClickUp, Notion
- Pancake Inbox Management
- Zensoft Booking Management
- Adobe Photoshop, Canva
- Gigapixel AI, DeNoise AI, Runware
- Canva Designing/ AI Processing/ Image Sourcing
- Appointment Setting
- Inbound & Outbound Calling
- Management Skills
- Training and Recruitment
- Good Communication Skills
- Customer Service

## WORK EXPERIENCE

### Image Processing / Canva VA (Family Destinations Guide | July 2025 – April 2026)

- Sourced and processed images for multiple digital media platforms
- Edited images to meet established quality and branding standards
- Produced 500+ AI-assisted images daily within productivity targets
- Supported special projects and handled multiple task queues efficiently

### Customer Service Supervisor (Noah Interactive Ventures Inc. | May 2023 – June 2025)

- Supervised the online customer service team to ensure high-quality customer service delivery
- Monitored customer interactions, booking, and performed quality assurance checks
- Handled training, onboarding, and recruitment support for new team members
- Resolved escalated customer concerns while tracking team performance and process improvements

### Outbound Sales Agent (Tech I.S. | May 2022 – Nov 2022; Feb 2023 – May 2023)

- Managed inbound and outbound calls, scheduling, and client follow-ups
- Maintained CRM records and tracked client interactions
- Conducted virtual presentations and supported outbound sales efforts
- Handled administrative tasks using GSuite, Slack, and Zoom

### Scheduling Specialist (Sagility | Dec 2022 – Feb 2023)

- Scheduled radiologic examination appointments through inbound and outbound calls
- Assisted patients with inquiries, instructions, and appointment details
- Managed email correspondence and patient coordination
- Maintained accurate scheduling records and updates

### Travel Expert / CSR (IGT Solutions | Nov 2021 – Mar 2022)

- Assisted airline passengers with reservations, bookings, and inquiries
- Resolved travel concerns related to schedule changes and irregular operations
- Provided solutions during weather disruptions and flight cancellations
- Delivered customer support for United Airlines passengers

### Customer Care Representative (Legato Health Technologies Philippines Inc. | Aug 2021 – Nov 2021)

- Assisted healthcare providers with eligibility, benefits, and claims inquiries
- Tracked and resolved customer concerns using internal systems
- Provided accurate account and healthcare-related information (HIPAA standards)
- Maintained service quality and compliance standards

### Instructor / Laboratory Custodian (Northwestern Visayan Colleges | June 2018 – April 2020)

- Delivered instruction and monitored student academic performance
- Managed laboratory inventory, scheduling, and equipment maintenance
- Ensured proper organization and safe use of laboratory facilities
- Supported daily academic and operational requirements

### Executive Assistant / Telephone Operator (Toyota Aklan Incorporated | June 2017 – Dec 2017)

- Provided executive and administrative support to management
- Coordinated meetings, communications, and documentation
- Managed incoming/ outgoing calls and internal communication flow
- Assisted with daily office operations and scheduling

## EDUCATION

Bachelor of Science in Hotel and Restaurant Management  
West Visayas State University | 2012 – 2016