



# Joan Jennifer B. Rarang

## Executive Virtual Assistant

Results-driven and people-oriented Executive VA committed to strengthening interpersonal relationships, streamlining communication, and contributing proactively to company growth and success.

## Contact

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### Address

#60 South Sanitary Camp

Baguio City 2600

## Education

2000 - 2004

### Electronics Communication Engineering

University of Baguio, Philippines

## Expertise

- ▶ Customer Service & Live Chat Support
- ▶ Administrative & Operations Management
- ▶ Team Supervision & Staff Coaching
- ▶ Recruitment, Onboarding & Training
- ▶ Call Quality Auditing & Performance Monitoring
- ▶ Reporting, Time Tracking & Data Management

## Language

English

Filipino

## Experience

### November 2025- April 2026

Mammoth Self Storage

#### Live Chat and Admin Assistant

Provided professional customer support through live chat, email, and SMS by addressing inquiries and resolving concerns promptly. Assisted clients in accessing and managing their storage accounts while ensuring a smooth customer experience. Monitored customer accounts and maintained accurate records of transactions and communications. Sent timely payment reminders and followed up on overdue accounts to support billing operations. Coordinated administrative tasks efficiently while maintaining strong communication and organizational skills in a fast-paced environment.

### November 2023- January 2026

Blue Sky Puppies

#### Executive Assistant/HR/QA Quality Assurance/ Client Services Team Lead/ Supervisor

Managed daily administrative operations while ensuring smooth coordination between client service agents and management. Monitored scheduled puppy feeding routines and supervised proper medicine intake for sick puppies to maintain quality care standards. Oversaw the performance of Client Service Agents by providing guidance, support, and daily supervision. Conducted regular coaching sessions, product knowledge refreshers, and positive reinforcement to improve team performance and morale. Performed call auditing to evaluate customer service quality and ensure compliance with company standards. Assisted in recruiting qualified applicants by screening candidates and coordinating interviews. Handled onboarding and training of new team members to support efficient integration into company operations. Prepared and submitted daily operational, sales, and performance reports for management review. Managed employee time tracking and attendance monitoring to maintain accurate records and productivity. Delivered professional customer support through live chat and administrative assistance while maintaining strong organizational and communication skills.

### October 2022-October 2023

Bay Area Broom

#### Virtual Assistant

- Scheduling appointments for cleaning services
- Handling both incoming and outgoing calls
- Providing clients with updates on their upcoming appointments
- Conducting interviews for new cleaners
- Ensuring a minimum of 1-2 bookings per day.
- Online Selling Freelance (March 2020-October 2022)

### March 2020-October 2022

FREELANCE

#### ONLINE SELLING

- Selling various clothing and goods online
- Manage customer accounts and provide them with pricing information.

○ **March 2020-October 2022**

Filipino Institute Dubai

**Trainer/ Virtual Assistant**

Delivered instructional courses in Nursing Assistance, Caregiving, and English Proficiency, ensuring students developed both practical skills and communication competence. Designed and facilitated lesson plans tailored to different learning needs and competency levels. Provided guidance and mentorship to students to support their academic and professional development. Managed administrative tasks including scheduling and coordinating appointments for classes and consultations. Handled travel arrangements and logistics for training sessions, ensuring smooth and timely execution. Maintained organized email correspondence with students, clients, and stakeholders to ensure clear communication. Assisted in tracking student progress and maintaining accurate training records. Supported coordination between instructors and management to ensure efficient program delivery. Addressed inquiries and provided timely responses to student concerns and scheduling needs. Demonstrated strong organizational, communication, and multitasking skills in both instructional and administrative responsibilities.

○ **January 2019-February 2020**

Dr. Nicholas Clinic

**Virtual Assistant / Remote Receptionist/ CSR**

Managed and coordinated patient appointments while ensuring doctors were updated with daily schedules and changes. Handled inbound and outbound calls professionally to assist patients with inquiries and appointment requests. Collected and verified patient information accurately to maintain organized medical records. Provided clear and timely information regarding services, procedures, and appointment details. Assisted patients with online payment processing while ensuring secure and efficient transactions. Maintained strong communication and customer service standards in a fast-paced healthcare environment. Demonstrated excellent organizational, multitasking, and administrative support skills to ensure smooth clinic operations.

○ **December 2014- March 2017**

IHG ( Intercontinental Hotel Group)

**CSR- Customer Service Representative**

○ **July 2014- December 2014**

Convergys

**CSR- Customer Service Representative**

○ **June 2009- November 2009**

People Support

**CSR- Customer Service Representative**