

CATHRENE M. TEODULA

GENERAL VIRTUAL ASSISTANT



PROFILE

I'm excited to launch my VA career with a company that values and develops new talent. While I'm new to the virtual assistant industry, I bring 8 years of experience as a Service Coordinator and RMA In-Charge where I mastered detail-oriented work, data tracking, and US-based supplier coordination. I'm a fast learner, tech-savvy, and fully available for US time zone hours. I'm committed to undergoing full training and growing long-term with your team. My goal is to prove that first-timers can deliver excellent results through reliability, accuracy, and strong work ethic.



WORK EXPERIENCE

DGTech Business Computer Systems (June 6, 2018-April 10, 2026) Service Coordinator (Service Counter)

- Led a team of 5 technicians, overseeing the repair process for HP and Brother Devices.
- Receiving defective units and assessing warranty status.
- Assigning tasks to technicians and tracking progress.
- Coordinating with HP/Brother Technicians for warranty repairs and parts.
- Ask for an update from the technician on their technical troubleshooting and problem-solving.
- Warranty management and vendor coordination.
- Keeping customers updated on repair status.
- Closing service orders and releasing repaired units.
- Inputting their achievements in Rapid applications helps track their performance and motivates them to do even better.

RMA in Charge (Return Merchandise Authorization)

- Handling the RMA process for defective items in the selling area.
- Processing warranty claims and ensuring problematic units get back to the supplier or manufacturer.
- Identifying defective units and checking warranty status.
- Processing returns and replacements.
- Tracking RMA status and communicating with the supplier or the manufacturer.

UYMATIAO TRADING CORPORATION (August 5, 2012-May 3, 2014)

Sales Assistant (Furniture Showroom)

- Hosting customers and addressing their needs.
- Managing transfers of items between sections (B2, B3, FFG).
- Updating the showroom department on item transfers
- Handling price quotations for government and private clients

Lee Super Plaza (June 2-October 31, 2010) Stocks Auditor (Department Store)

- Conducting regular audits of items in the selling area.
- Inspecting for accuracy and identifying discrepancies.
- Balancing reports, tracking shortages, and analyzing inventory items.

SM SOUTHMALL (SM Department Store) (Las Piñas, Metro Manila) Cashier (October 2008-January 6, 2009)

- Manage transactions using the cash register and ensure the correct price of products.
- Accept cash or credit payments, issue receipts, refunds, etc.
- Assist customers with their inquiries and complaints.
- Maintain a clean and orderly checkout area.
- Monitor transactions and report any discrepancies.
- Handle merchandise returns and exchanges
- Greet customers when entering or leaving the store.



CONTACT



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EDUCATIONS

Bachelor of Science and Office
Administration

Asian College of Science and Technology
2003-2007



SKILLS

MS Office Excel/Word/Powerpoint

Chat GPT

Canva

Basic knowledge of HubSpot, Zoho
CRM, ClickUp, and Hubstaff - self-taught
via YouTube

CHARACTER REFERENCE

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