




Mary Angeline V. Mangubos

 Lucena City, Quezon
 09455870098
 anj11mangubos07@gmail.com

Professional Summary

Results-driven Virtual Assistant and Customer Service Professional with more than 5 years of experience in BPO, healthcare coordination, scheduling, recruitment, dispatching, sales, and administrative support. Proven ability to manage client communications, coordinate appointments, handle inbound and outbound calls, and provide efficient customer service across healthcare, logistics, insurance, and automotive industries. Skilled in multitasking, problem-solving, and maintaining organized workflows in fast-paced remote environments. Strong background in caregiver scheduling, customer relations, lead generation, and operational support with a commitment to delivering high-quality service and client satisfaction.

Core Skills

- Customer Service & Client Support
- Appointment Setting
- Inbound & Outbound Calling
- Sales & Lead Generation
- Email & Calendar Management
- Order Processing
- Real Estate Cold Calling
- Dispatching & Coordination
- Administrative Support
- Microsoft Office & Google Workspace
- CRM & Data Management
- Communication & Problem Solving
- Scheduling & Recruitment

Work Experience

ETZ BPO Services — Virtual Assistant

April 2024 – May 2026

Home Healthcare Account

- Monitored caregiver schedules and attendance to ensure proper client coverage
- Coordinated and scheduled caregivers based on client needs and availability
- Assisted with recruitment processes including applicant screening and onboarding support
- Performed administrative tasks such as documentation, email handling, and client updates

Motorsports Company Account

- Assisted customers with scheduling vehicle services and appointments
- Prepared quotations and service estimates for automotive services
- Responded to customer inquiries and ensured smooth coordination between clients and service teams

Logistics Account

- Managed scheduling and coordination of Balikbayan box pickups and deliveries
- Conducted follow-ups with customers regarding shipment status
- Provided customer service support and resolved client concerns efficiently

Primer Communications — Client Support Specialist

January 2023 – October 2023

- Provided roadside assistance dispatch support for clients
 - Coordinated service providers and handled customer concerns efficiently
 - Maintained accurate records and ensured timely response to emergencies
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WACS Outsourcing (Stat Support) — Customer Sales Representative

July 2022 – September 2022

- Conducted outbound calls for Medicare Insurance final expense accounts
 - Assisted customers with insurance-related inquiries and sales processes
 - Achieved daily call and performance targets
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Careers at Magic — Customer Service Associate / Appointment Setter

May 2022 – July 2022

- Generated and qualified leads for trademark protection services
 - Educated potential clients regarding brand and trademark security
 - Scheduled appointments and maintained client communication records
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Support Squad PH — Virtual Assistant & Customer Service Specialist

September 2020 – January 2022

- Assisted writers and bloggers with administrative tasks, email management, and content updates
 - Managed inbound/outbound cold calling and email campaigns for real estate clients
 - Supported day-to-day customer service operations and project coordination
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Coefficients.co — Appointment Setter / Order Processing Specialist

May 2019 – August 2020

- Scheduled appointments for Medicare Insurance accounts
 - Processed customer orders and handled account-related inquiries
 - Performed upselling for wellness products in blended international accounts
 - Delivered customer support through phone and online communication channels
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Education

St. Anne College – Lucena City

Bachelor of Science in Hotel and Restaurant Management

2006 – 2010

Dominican Academy – Unisan, Quezon

2002 – 2003

Maryhill College – Lucena City

1999 – 2002

Certifications

HIPAA Certificate

HIPAA Awareness for Business Associates

June 18, 2024

Additional Qualifications

- Experienced in remote and work-from-home setup
 - Strong multitasking and organizational abilities
 - Excellent interpersonal and communication skills
 - Fast learner and adaptable to changing environments
 - Detail-oriented with strong time management skills
 - Team player with a positive and professional attitude
 - Proficient in handling confidential information and sensitive client data
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References

Available upon request.