

# PATRICK JAMES PAJARILLAGA

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## CUSTOMER SERVICE | APPOINTMENT SETTER | GENERAL VA | CLIENT MANAGEMENT

Highly proficient and results-driven professional with 6 years of experience across customer service, B2B sales, virtual assistance, and specialized healthcare support. Proven ability to manage high-volume communication (100-200 emails daily), execute complex scheduling and data entry, and drive business visibility through targeted cold calling and social media management. Adept at ensuring compliance (HIPAA), maintaining strict confidentiality, and leveraging tools like Zendesk, Shopify, Odoo, and Google Workspace to optimize operations and deliver excellent customer service.

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## STRENGTHS AND EXPERTISE

Project Management  
Computer literate  
Teamwork

Time Management  
Leadership  
Effective Communication

Google Workspace  
Critical Thinking  
Problem-Solving

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## PROFESSIONAL EXPERIENCE

### SIXELEVEN GLOBAL SERVICES

October 2019 - April 2021

#### Customer Service | Sales Representative

##### Accomplishments:

- Managed a high-volume queue, consistently answering 100 to 200 customer emails daily regarding e-commerce product information and inquiries.
- Handled outbound calls to address complex customer complaints and ensure prompt resolution.
- Promoted to Sales Representative for successful performance in outbound calling and product knowledge.

### Flatworld Solution

May 2021- August 2022

#### Business to Business Account | SEO

##### Accomplishments:

- Doing outbound calls to the small businesses all over United States and Canada.
- Talking to the owner or the manager to encourage them to watch our service.
- Managing Google reviews and Social Media Platforms of the business.

### VXI Global Solution

September 2022 – January 2023

#### Customer Service | Sales Representative

##### Accomplishments:

- Dealing with the customer that wants to cancel their subscription
- Doing Upselling at the same time while the customer satisfied for my resolution.

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**General Virtual assistant**  
**GVA | Admin Task | Email Management**

**February 2023 - March 2024**

Accomplishments:

- Managed client Google Calendar, diligently scheduling appointments and coordinating events to ensure efficient time management and avoid conflicts.
- Facilitated smooth client scheduling by promptly responding to appointment requests and managing rescheduling requirements.
- Maintained an organized and up-to-date database by executing accurate data entry tasks, contributing to enhanced data accessibility and retrieval.
- Actively managed clients' social media accounts, curating engaging content, and responding to inquiries to foster a strong online presence and drive brand growth.
- Assisted in the development and implementation of social media strategies, resulting in a significant increase in followers and engagement.
- Collaborated with the marketing team to create visually appealing graphics and posts, aligning with brand identity and messaging.
- Provided timely and professional communication with clients, ensuring all queries were addressed promptly and satisfactorily.
- Conducted regular performance analysis of social media campaigns and made data-driven recommendations for improvement.

**411 LOCALS**  
**B2B cold calling | SEO Company**

**March 2024 - December 2024**

Accomplishments:

- Calling reliable Small- Medium size business all over Canada and United states
- We need to talk the business owner or the decision maker so that we can introduce to them our service
- We will explain to them on how we can manage and to be visible online their business.

**Transcom**  
**Customer Service | Email Support**

**January 2025 - October 2025**

Accomplishments:

- Responded to emails from providers and patients, ensuring accurate and timely information exchange.
- Assisted providers in booking appointments for their patients while maintaining scheduling accuracy.
- Supported providers with the credentialing process for multiple U.S. insurance networks.
- Verified and updated provider and patient records to ensure compliance with company and insurance requirements.
- Coordinated with internal teams to resolve provider and patient inquiries efficiently.
- Ensured confidentiality and HIPAA compliance when handling sensitive medical information.
- Provided clear communication and guidance to providers regarding insurance procedures and documentation requirements.
- Tracked and followed up on pending credentialing and appointment requests to ensure completion within deadlines.
- Delivered excellent customer service by addressing concerns with professionalism and empathy.

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## EDUCATION

**Holy Cross of College Davao**  
Bachelor of Science Hotel Restaurant Management

**2014 - 2016**

**Philippine college technology**  
Bachelor of Science Hotel Restaurant Management

**2016 - 2017**

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