



Rhea Glenn Ballares

General Virtual Assistant

Profile

Highly motivated and Experienced Virtual Assistant with 3 years of proven success in managing high-volume email inboxes, scheduling meetings, and travel plans also performing research to increase website traffic and social media engagement.

Committed to providing exceptional customer service and accuracy in data entry and database management.

I have consistently proven my ability to meet deadlines and achieve project objectives, solve mission-critical problems and prioritize crucial tasks while maintaining the high standards expected of my role.

Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

Work Experience

October 2023 - April 2024
Virtual Buddy 24/7

Back Office Support

- Maintaining records, data entry management and account processing.
- Inputting customer information into databases, updating records, and ensuring data accuracy.

July 2022 - October 2023
Virtual Buddy 24/7

Call Center Agent

- Answering inbound and outbound calls in a friendly and courteous manner.
- Discussing and offering healthcare insurance with customer to insure that all their data's are updated and correct.
- Following the conversational script provided by the company and keeping the calls to under 5 minutes.
- Ability to turn customers into repeat buyers and prevent them from switching to a competitor.

July 2020 - February 2021
Avas Flowers | Ark Project LLC

E-Commerce Account Executive

- Answering phone calls and taking orders with the product and arrangement that they desired to order.
- Assisting customers through online check out and orders with step by step process.
- Addressing their inquiries about the product and deliveries. Giving exceptional customer service.

November 2017 - December 2019
Tourific Escapade Ticketing Hub

Virtual Assistant

- Do daily administrative tasks and schedules and organizing my client's files in travel account.
- Answering emails, arranging meetings and travel plans. Creating hotel bookings, organizing travel documents such as VISA and PASSPORT.
- Helping to create presentation materials.
- Manage social media to engage more followers and with marketing strategy.

Contact

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Education

- **University of Mindanao**
Bachelor In Science of Business Administration
Major In Marketing Management
2014
- **Alternative Learning System**
Cosmetology in Basic and Advance Learning
2013 - 2014

Skill

- Time Management
- Digital Marketing
- Data Entry and Data Processing
- Organizational Skills
- Communication Skills
- Willing to be trained and can work under pressure
- Being able to keep track of information, documents, and schedules
- Customer Retention, Inbound calls, Outbound calls, Customer service, Rapport Building

CERTIFICATIONS

Virtual Assistant Training (Home-based Connect)

- Social media management training
- Facebook Ads for beginner and advance certificate
- Copy Writing