



LOVELYN BUENVENIDA

Experienced Recruitment Specialist,
Customer Service Representative, and
Executive Virtual Assistant.

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📍 San Jose Rodriguez Rizal

EDUCATION

**Bachelor of Business
Administration**

University of Cebu

2015-2019

EXPERTISE

Recruitment

Email Management

Graphic Design

social Media Management

Outbound/Inbound Calls

REFERENCES

Coleen Canizarez

Spherion-Territory Manager

Phone: 908-725-6600

Email :Colleencanizares@spherion.com

Andres Jaimes

Concentrix- Spanish Advisor

Phone: +63 9484399887

Email : andresj280@gmail.com

ABOUT ME

I am a seasoned Virtual Assistant with expertise in recruitment, customer service, and management. Seeking a career shift in a position that requires any of my abilities. Driven self-starter and quick learner with a passion for advancement and transforming career aspirations into practical opportunities.

WORK EXPERIENCE

● January 2021-2023

Spherion Staffing & Recruiting
Recruitment Lead

- Assessing talent, preparing candidates for interviews, and closing candidates.
- Collaborating with sourcers and technical recruiters for candidate talent search and placement.
- Understanding the talent market through proactive research.
- Understanding hiring needs and developing unique full cycle hiring strategies.
- Source qualified candidates, review resumes, and prescreen candidates.
- Utilizing a recruiting system to open and post new requisitions, qualify candidates, schedule interviews, generate offers.
- Skill set includes AI, New Hire Training, Client Onboarding, Interviewing, and Technical Recruiting.

● July 2019-2020

Rogers Communication

Call Center Representative

- Delivered fast, friendly, and knowledgeable service for routine questions and complaints.
- Met or exceeded call speed, accuracy, and volume benchmarks consistently.
- Maintained strong call control and worked quickly through scripts to address problems.
- Assessed customer account information to determine current issues and potential solutions.
- Pursued opportunities to advance client relations skills and enhance customer satisfaction.
- Educated clients on navigating company systems and working within established frameworks.
- Answered, screened, and processed high volume of calls daily.

EXECUTIVE VIRTUAL ASSISTANT

2023-2024

sQUADRON

- I am the assistant to the CEO of the company. I managed the CEO's calendar. I checked his email and responded as appropriate. Remind meetings, agendas, and flights. Manage every social media account. Job postings and sending interview invitations to the applicants that CEO wants to speak with. Generally managing all of the CEO's accounts