



# Analyn M. Dayday

VIRTUAL ASSISTANT



## EXECUTIVE SUMMARY

A meticulous professional with well-versed in providing quality administrative and customer service support through effectively handling remote office procedures and calls. Effectively able to meet set deadlines and process information through well-honed research skills.



## SCHOOLS ATTENDED



### POLYTECHNIC UNIVERSITY OF THE PHILIPPINES TECHNOPRENUERIAL SCHOOL


Information Communication Technology  
Graduated 2004

- Knowledge in office works and procedures.
- Have studied Event Management, Bookkeeping, Call Center Management, and Front Office Management.

## WORK EXPERIENCED

### BPO GLOBAL TRAINER-HEALTHCARE INSURANCE

Everise Philippines- Aug. 2021-October,2023

- Proficient in the use of curriculum-based measurement assessment systems.
- Especially adept at identifying the needs of each trainees
- Substantial understanding of trainees-directed class management. 
- Superior knowledge of critical reading and mathematical principles.
- Developed assignments and prepared tests designed to gauge proficiency.
- Ensured that the curriculum was centered around the abilities of each class.
- Coaching and Mentoring for trainees
- Conduct Refresher Sessions
- Auditing Calls
- Assess trainees progress to respond to additional Support
- Develop skills to improved product knowledge
- Conduct meeting with clients to do daily report about the progress of each trainees
- Effectively lead and motivate employees through the implementation of in-house training and incentive plans, resulting in increased productivity levels and employee satisfaction.
- Tracking trainees to make sure they meet the KPI's and metrics

## SKILLS AND EXPERTISE

- Customer Support
- Cold Calling
- Appointment Setting
- Research, Data Collection and Data Entry
- SMM (scheduling posts)
- MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support.
- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling

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## WORK EXPERIENCED



### CUSTOMER SERVICE REPRESENTATIVE –INBOUND CALLS

Eperformax –Makati (Sales for Ebay)

December 2013– July 2016

- Responding to customer inquires within the company hours
- Answering questions about a company's product or services
- Resolved guest concerns and complaints in order to maintain a positive atmosphere.
- Troubleshooting tech problems
- Handling complaints to building strategies for improving the overall experience and fostering loyalty
- Delivering information about company's offerings
- Providing proactive customer outreach to collect and analyzing customers feedback
- Tracking KPI's and metrics
- Responding to customer reviews
- Document all call information according to standard operating procedures.
- Enter new customer information into the system.
- Process orders, forms, and applications.
- Provide customers with product and service information
- Complete call logs.
- Research required information using available resources.

### OUTBOUND CALL CENTER AGENT

- Follow up customer calls where necessary.
- Create emails for customers when necessary
- Enter new customer information into the system.
- Process orders, forms, and applications.
- Provide customers with product and service information
- Getting quotes from various energy suppliers
- Collecting information over the phone can help identify if those leads are qualified to purchase
- Conduct phone surveys to determine their target audience's top pain points, what products they're currently using as a solution, and what they wish those solutions did better
- Research required information using available resources.

### OTHER ADMINISTRATIVE VIRTUAL ASSISTANT TASK

- Managing tasks using Trello
- Data Entry, and internet researching.
- Proofreading documents
- Gathering information and entered in a spreadsheet
- Creating tasks document and checklist
- Researching Travel information.