

# Rahda Cuadras Haresco

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## Objective

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- Talented professional Agent or experienced Customer service and non voice email client wise, A highly talented, detail oriented Virtual Assistant and customer service advocate with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality. Strive in fast-paced, virtual environments following established procedures and practices to exceed all customer expectations. Experienced in creating an effective, organized environment in which can excel at focusing time on providing top level client support. Resolving issues and developing relationships to ensure loyalty and growth. Unique skills set offering exceptional organizational/administrative skills combined with ensuring 100% customer satisfaction

## Work Experience

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### Scheduling Virtual Assistant

June 2020- August 2021

Cyber Back

- Deliver high-quality customer service via email support platform ensuring top level service to continue corporate growth.
- Update company's data base with new customer information and manage data retrieval for current customers
- accurately and in a timely fashion.
- Utilize problem solving skills to resolve customer issues and enhancing service levels.
- Express compassion and empathy while developing strategic solutions for solving problems and addressing unsatisfactory customer experiences.
- Develop procedures to increase the efficiency of numerous areas including timeline and organizing records to increase our ability to efficiently retain/recover documents, reports and records.
- Maintain a detailed delivery calendar to coordinate schedules and appointments.
- consistently praised for the quality and timelines of reports, attention to detail, exemplary customer service delivery
- and team-player attitude

### Customer Service Billing

April 2021- Dec 2021

Nearsol Convergent

- Recruited 5 executive planners to create the new Planning business unit.

- Reduced stock with 20% by implementing a quicker ordering system.
- Improved the market share each year and kept the brand at the second position in NYC without new products.
- Recruited four persons until 2012 and successfully managed the team towards success.

## **Customer Service Retail**

May 2022- Oct 2022

From you flowers

- Greet and direct customers as they enter the store. Listen to customer feedback and pass it on to the store manager. Keep customers informed about the latest discounts and special offers. Manage product returns.

## **References**

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- Roda Haresco- +63 948 413 3296
- Candy Mae Sumagaysay- +63 950 921 9059
- Janine Cabantud- (0951) 874 2455

## **Education**

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### **B.A. Business**

August 2021- June 2022

Lapaz National High School

- Graduated with Honor.
- Specialized in Commercial Management. Active in school activities.

## **Other Activities and about my hobbies**

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- Member of children and teenagers growth comities. I enjoy sport, traveling, listening to music and sharing a great meal with friends.