



# MARIAN ANGELYN ORIONDO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Administrative and Organizational Skills
- Communication and Customer Service
- Marketing and Social Media

## TOOLS

Google Workspace  
Microsoft Office  
Notion  
Trello  
Asana  
Hubspot  
Monday.com  
Meta Business Suite

## PERSONAL PROFILE

**Experienced Operations Team Leader** with a strong background in managing chat support teams for a dental service provider, specializing in scheduling appointments and delivering exceptional customer care. I possess expertise in team coordination, communication, and operational management. Eager to transition into a Virtual Assistant role, I aim to leverage my leadership, problem-solving, and time-management skills to provide efficient and reliable support to clients.

## WORK EXPERIENCE

### OPERATIONS TEAM LEADER

#### CONNEXT GLOBAL SOLUTIONS | 2019- Present

- Oversee and coordinate chat support and dental care data entry specialist teams to ensure smooth scheduling of appointments and issue resolution.
- Lead, motivate, and mentor team members to consistently meet performance goals.
- Create and design weekly training decks using Canva, Google Slides, or PowerPoint to support the continuous learning and development of chat support specialists.
- Optimizes team workflows to ensure operational efficiency.
- Regularly report on key performance metrics to clients, providing insights into team performance and addressing concerns.
- Develop and deliver training programs to help new team members understand chat support processes, tools, and service standards.
- Ensures quality standards and compliance throughout the operations side.
- Responsible for checking the team's working hours for payroll.



# MARIAN ANGELYN ORIONDO

VIRTUAL TEAMMATE



## TOOLS

Slack

Discord

Calendly

Canva

CapCut

Adobe Lightroom

ChatGPT

### DATA ENTRY SPECIALIST

#### SIMPLIFEYE | 2018

- Qualify transferred chats into potential referrals for the medical or dental office.
- Review and summarize transcripts according to the format wanted by clients.
- Calls out and filter chats that did not follow the practice's standards.
- Proof-reading

### JUNIOR CUSTOMER SERVICE REPRESENTATIVE | 2018

#### IQOR | 2017

- Manage large amounts of incoming phone calls.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handles customer complaints, provides appropriate solutions and alternatives within the time limits, and follows up to make sure the resolution is taken care of.
- Promoted after six months as an Escalation Relations Team Member to help resolve escalated calls with a focus on customer retention, using strong problem-solving and decision-making skills to address concerns.

## EDUCATION HISTORY

#### University of Iloilo (2016 - 2018)

Bachelor of Science in Accounting Technology

#### University of Iloilo (2014 - 2015)

Bachelor of Science in Accountancy