



STEPHANIE PICCIO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Administrative Skills
- Customer Service and Support
- Data Entry
- Research Skills
- Email Management
- Transcription
- Multitasking

TOOLS

- Asana
- Microsoft Office
- Microsoft Word and Excel
- Google Workspace
- Meta Business Suite

PERSONAL PROFILE

I'm a detail-oriented and adaptable **Administrative Assistant** seeking to leverage strong organizational skills, multitasking abilities, and commitment to excellence in providing high-level support. Eager to contribute to a dynamic team while managing administrative tasks, improving workflow efficiency, and ensuring seamless communication.

WORK EXPERIENCE

CUSTOMER SERVICE TEAM MEMBER

TroPac | 2023 - July 2024

- Sales order creation.
- Email communication to both internal staff and external customers.
- Source ETA updates from Purchasing Team, update information into NetSuite and update the customer of any changes.
- Sales order fulfilment, maintaining sales order ship dates to ensure accuracy and communicating changes to customer.

PROCUREMENT ADMINISTRATOR

TroPac | 2021 - November 2023

- Order Entry: creating large container orders as required.
- Current Orders: maintaining current dates on all open purchase orders by contacting suppliers where email contact has not been successful and translating that information to the relevant purchase order.
- Open Orders: reviewing reports that shows back-order items from overseas supplier and escalating to ensure supply is prioritized.
- Daily Fulfilment of: Back Orders/Partial Orders, including reviewing and updating ship dates for both purchasing and sales.
- Involves organizing and making purchase orders, keeping records updated, storing documents, and solving order issues.
- Assisting in management of partial fulfilments.



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TOOLS

- Canva
- CapCut
- Vocaroo
- ChatGPT
- Flodesk
- Trello
- Slack

WORK EXPERIENCE

BARC SENIOR WORKFORCE ANALYST

[Teleperformance](#) | 2019 - 2021

- Provide support and resources to all organizational leaders by strategizing teams in events that could negatively impact operations, deliver enterprise level executive reports, and provide business intelligence solutions
- Monitoring of site status regarding but not limited to staffing and attendance, provide recommendations to mitigate potential staffing impact
- 24x7 monitoring of events via news on Television or online and social media (Facebook, Twitter and websites)

MISSION CONTROL ANALYST

[Teleperformance](#) | 2015 - 2019

- Assist operations in providing real time reports
- Responsible for real time tracking, monitoring, documenting, and communicating agent activity on multiple lines of business
- Ensuring adherence to schedules

FINANCIAL ADVISOR

[Teleperformance](#) | 2013 - 2015

- Assist clients in applying for a credit card over the phone
- Ensuring that clients are aware of the products that best meet their needs, and securing a sale

EDUCATION HISTORY

[Central Philippine University](#) (2005 - 2010)

- Bachelor of Science in Business Administration Major in Business Management (BSBA-BM)

[Surge Marketplace](#)

- Masterclass Virtual Assistant Certification Program