



RACHEL ANNE VILLACAMPA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Appointment Setting
- Data Encoding
- Content Moderation
- Chat Support
- Graphic Design

TOOLS

- Zendesk
- Zenoti
- Zoiper
- Asana
- Orthotrac
- Microsoft Offices
- Google Workspace
- Canva

PERSONAL PROFILE

I'm a versatile **virtual assistant** with a diverse skill set, in appointment setting, customer service, chat support, and data entry. My experience as a remote receptionist, chat support agent, data encoder, customer service representative and content moderator has honed my skills in communication, customer service, and attention to detail.

WORK EXPERIENCE

FREELANCE VIRTUAL ASSISTANT

Orbit Remote | 2022 - 2024

Laserc Clinics Australia | Remote Receptionist

- Appointment Setting
- In/Outbound Calls
- Email Management
- Administrative Tasks

Weirdly | Chat Support Agent

- Chat Support
- Administrative Tasks
- Tickets Management

Straight Smile Centre | Data Encoder

- Data Encoding
- Administrative Tasks

REMOTE CONTENT MODERATOR

WIPRO | FACEBOOK | 2020 - 2022

- Review Ads and check for any possible violation before its posted to the social media platform and seen by users.

CUSTOMER SERVICE REPRESENTATIVE

WIPRO | SINGAPORE AIRLINES | 2018 - 2020

- Handling information inquiries, reservations, ticketing, passenger/baggage check-in, aircraft preparation and problem resolution for all passengers and potential passengers.
- Take payment information and other pertinent information such as addresses and phone numbers

EDUCATION HISTORY

University of Cebu - Banilad

- Bachelor of Science in Hotel and Restaurant Management, 2014