



# ESTEPHANIE PORCHIA SANTIAGO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Service
- Content Writing
- E-commerce/Shopify
- Social Media
- Email & Calendar Management
- Apps
- Graphic Design

## TOOLS

Netsuite  
Zendesk  
Microsoft Office  
Google Workspace  
Canva

## PERSONAL PROFILE

A results-driven professional with a decade of experience in the BPO sector and virtual assistance. Proficient in problem-solving, adjusting to changing business demands, and providing client-centered solutions. Well-versed in customer service, administrative support, with a demonstrated capability to work both independently and collaboratively within a team.

## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

[Remote Staff | 2023 - 2024](#)

- Data entry and database management
- Document preparation
- Email and calendar management
- Content creation and editing

### CUSTOMER SERVICE REPRESENTATIVE

[TDCX | 2022 - 2023](#)

- Respond to customer inquiries
- Order processing and tracking
- Billing and payment support

### CUSTOMER SERVICE REPRESENTATIVE

[TaskUs | 2021 - 2022](#)

- Order assistance
- Refund and compensation
- Tracking and status update
- Handle special requests / dietary restrictions

### ESL TUTOR

[Rarejob | 2019 - 2021](#)

- Conduct lessons
- Assess progress
- Manage lesson schedules



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## WORK EXPERIENCE

### SUBJECT-MATTER EXPERT

Teletech | 2018 - 2019

- Escalation handling
- Training and coaching
- Process improvements

### SUBJECT-MATTER EXPERT

Teleperformance | 2016 - 2018

- Escalation handling
- Training and coaching
- Process improvements

### CUSTOMER SERVICE REPRESENTATIVE

Concentrix | 2015 - 2015

- Account management
- Payment arrangement
- Escalation management

## EDUCATION HISTORY

### FAR EASTERN UNIVERSITY

- Bachelor of Arts in Mass Communication, 2013