



# RAPHAEL ROJAS

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Bookkeeping
- Email Management
- Data Entry
- Administrative Assistant
- Calendar Management
- Customer Service

## TOOLS

- Asana
- Slack
- Microsoft Office
- Microsoft Excel
- CRM Tools
- QuickBooks

## PERSONAL PROFILE

I am a professional Virtual Assistant. Proven ability to transform client tasks into solutions especially when it comes to bookkeeping, administrative tasks, and customer service support. I am open to learning new things and taking various roles just to deliver the tasks completely.

## WORK EXPERIENCE

### BOOKKEEPER/ADMIN ASSISTANT

[IV League](#) | August 2022 - January 2024

- Encode Accounts Receivable in QuickBooks and Data Base.
- Preparing Bank Reconciliation.

### ADMINISTRATIVE ASSISTANT

[Pandev Law LLC](#) | May 2022 - August 2022

- Create invoices and send them to the clients.
- Prepare retainers and correspondents, and send them to the clients.
- Do basic video editing using Filmora.

### CUSTOMER SERVICE REPRESENTATIVE

[ePerformax, Demand Science Team, Wipro LTD](#) | 2017 - 2021

- Taking calls and messages of the customers.
- Respond the inquiries of the customers.
- Promoted to be with Escalation Department.
- Handles Escalation Email concerns.

## EDUCATIONAL BACKGROUND

[University of San Carlos](#)

- Bachelor of Science in Accounting Technology, 2016
- JPIA member and actively participating in the organization.