



# MA ROSSEDDYN VALLEJO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Administrative Assistant
- Appointment Setting
- Data Entry
- Internet Research
- Office Software

## TOOLS

- Microsoft Office
- Microsoft Excel
- Google Workspace
- Salesforce
- Slack
- Intuit
- Canva

## PERSONAL PROFILE

With 8 years of experience working with clients worldwide, I'm here to help with all your administrative needs. Whether it's data entry, appointment setting, customer service, sales, retention, or even a bit of Canva magic, I've got you covered. As a dedicated professional and a mom of two, I'm always ready to tackle new challenges and make your administrative tasks effortless.

## WORK EXPERIENCE

### VIRTUAL ADMIN OPERATIONS SUPPORT

[1-800Accountant \(Microsourcing Phils. Inc. \) | 2022 - 2024](#)

- Generate and dispatch tax documents to clients
- Guarantee prompt and precise delivery of tax information
- Keep records of all tax documents sent to clients
- Collaborate with relevant teams to collect required tax data
- Respond to client questions regarding tax information
- Adhere to tax regulations and meet deadlines

### APPOINTMENT SETTER

[Telus International Phils. | 2021-2022](#)

- Contacting potential customers to discuss internet upgrade options
- Upselling products that align with their needs
- Explaining the advantages of upgrading their internet service
- Scheduling appointments for installation

### BILLING/RETENTION SUPPORT

[Turo US \(TaskUs PH\) | 2019-2021](#)

- Handling billing inquiries
- Processing payment transactions
- Resolving billing disputes
- Working on customer retention strategies

## EDUCATION HISTORY

[Tanong High School](#)