



PAUL AVILA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- SEO
- Graphic Design
- Transcription
- Web Design
- Email Marketing
- Social Media Marketing
- Administrative Support
- Calendar Management

PERSONAL PROFILE

I am a trained Virtual Assistant with extensive experience in streamlining operations and managing tasks efficiently. Adept at handling administrative duties, project management, and client communication to drive business success.

WORK EXPERIENCE

FREELANCE CHAT MODERATOR

[Cloudworkers AG](#) | August 2024 - Present

- Online chat moderation and community engagement
- Relationship building with customers
- Enhancing customer satisfaction and platform success

BUSINESS DEVELOPMENT EXPERT

[Globe Telecom](#) | 2020 - 2024

- Project implementation & target achievement
- Partner relationship management
- Business strategy & direction

TERRITORY SALES HEAD

[Globe Telecom](#) | 2017 - 2020

- Area evaluation
- Project implementation & execution improvement
- Manpower pipeline

TRAINING EXPERT

[Globe Telecom](#) | 2012 - 2026

- Develop training programs/materials
- Coordinate with sales, marketing, and support for the execution
- Create new training materials

SKILLS SUMMARY

- Online Bookkeeping
- Customer Service
- Inventory Management
- SocMed Management
- Business Development
- Lead Generation
- Sales

TOOLS

Trello
Slack
Microsoft Office
Microsoft Excel
Meta Business Suite
Salesforce
Flodesk
CRM
Quickbooks
Canva
Google Suite

WORK EXPERIENCE

CUSTODIAN

[Globe Telecom](#) | 2010 - 2012

- Monitor and release inventory
- Generate reports, minimize variance
- Ensure stock levels, customer engagement

RETAIL SPECIALIST

[Globe Telecom](#) | 2009 - 2010

- Customer assistance and query resolution
- Document evaluation and recommendation
- After-sales monitoring and transaction encoding

CUSTOMER SERVICE ASSOCIATE

[Globe Telecom](#) | 2007 - 2009

- Handle inquiries/issues on mobile subscription
- Resolve customer problems quickly
- Provide clear, empathetic support

PRE-SCHOOL TEACHER

[San Pablo Educational Center](#) | 2004 - 2006

- Foster social, physical, and intellectual growth
- Plan and execute creative, age-appropriate lessons
- Ensure a safe, supportive, and expressive classroom environment

CREDIT INVESTIGATOR

[Twelve Aces Credit Corporation](#) | 2002 - 2004

- Credit history investigation
- Payment processing
- Account posting

EDUCATION HISTORY

[La Consolacion University Philippines](#)

- Bachelor of Science in Hotel & Restaurant Management, 1997

[Bulacan State University](#)

- Continuing Professional Teacher Education, 2004

[Ateneo de Manila University](#)

- Certificate Course, Learning Design and Evaluation, 2015