



QUINN PAULINE HORMIGOSO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Email Management
- Appointment Setting
- Data Entry
- Project Management
- Calendar Management
- Customer Service
- Outbound Sales Lead Enrichment

TOOLS

- Asana
- HubSpot
- Microsoft Office
- Microsoft Excel
- Zendesk
- Hubstaff

PERSONAL PROFILE

An **Executive Assistant** with 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

PROJECT SUCCESS COORDINATOR

[Emapta](#) | 2022- Present

- Respond to client inquiries promptly, offering effective solutions.
- Collaborate with the Program Success Manager (PSM) to address client concerns, ensuring a high level of satisfaction.

FREELANCE VIRTUAL ASSISTANT/ OUTBOUND SALES ENRICHMENT (LEAD QUALIFIER)

[Helpgrid](#) | 2022 - 2023, [Latchel Inc.](#) | 2023-2023

- Maintained a positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and client satisfaction.

CUSTOMER SERVICE REPRESENTATIVE

[Amazon, Elevance Healthcare](#) | 2018 - 2022

- Maintained customer relationships by responding to inquiries and documenting actions. Prepared for customer inquiries by studying products, services, and customer service processes.
- Serves as operations front line in providing Member and Provider services

EDUCATIONAL BACKGROUND

[Warner & Spencer University](#)

- Bachelor of Business Management, 2014
- President, Business Administration Organization
- Vice President, Really Great Marketing Club
- Member, Honorable Society
- Member, Student Helpdesk