



**JIMZEL
RANGA**
VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Appointment Setting
- Data Entry
- Technical Support

TOOLS

- Guesty
- Monday.com
- Microsoft Office
- Microsoft Excel
- Outlook
- Gmail
- Canva
- Google Workspace
- Mailchimp
- Safely
- Hospitable
- Turno
- Slack
- Zoom
- AnswerFirst
- Bria
- Skype
- Google Meet

PERSONAL PROFILE

A highly qualified Virtual Assistant with an experience in the BPO industry. Worked as a Customer Service Representative for over 6+ years and a Virtual Assistant for almost 2 years, handling customer concerns via phone, chat and email. A hard-working and self-motivated person who is able to focus on work with minimal supervision.

WORK EXPERIENCE

FREELANCE VIRTUAL ASSISTANT

Fission Management | 2023 - Present

- Served as a Co-Host for listings listed on Airbnb, VRBO, Booking.com and direct website.
- Handled guest communications.

PROJECT COORDINATOR

Phigit (Translationz Australia) | 2023 - 2024

- Team Management
- Prepared detailed reports
- Appointment setters

CUSTOMER SERVICE SPECIALIST

TDCX PH (AirBnB) | 2020 - 2023

- Assisted Guests and Hosts with their questions and concerns regarding Airbnb policies and Terms of Service.
- Served as a Support Ambassador who often mediates between Hosts and Guests regarding issues with their reservations.

EDUCATION HISTORY

Technological University of the Philippines, MNL

- Bachelor of Science in Civil Engineering, 2018
- Civil Engineering Licensure Board Exam Passer, 2018