



JENNIFER ANTONIO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service through phone/chat/email and social media
- Training / Facilitation
- Research / Data Analysis
- Email/Calendar/Travel
- Management
- Data Entry
- Communication Mastery
- Complaint Management
- Basic Graphic Design
- Social Media Management
- CRM tools familiarity

TOOLS

- Canva
- Live Chat / Live Person
- Genesys Worskpace, Avaya
- Google Workspace Tools
- Microsoft Office Tools
- Clickup / Trello
- MS Teams, Zoom, Skype,Discord, Google Meet
- Meta Business Suite
- Citrix
- Slack
- Maude Database

PERSONAL PROFILE

Dedicated and results driven, professional with 10 years of combined Administrative and BPO experience, now transitioning into a virtual assistant role. Proven track record of delivering high-quality work and exceeding expectations. Strong organizational skills and a passion for providing top-notch support. I'm ready to leverage my diverse skills to streamline processes and support your team effectively.

WORK EXPERIENCE

ANZ Australia | October 2015 - May 2023

SENIOR PERSONAL BANKER & CHAT SUPPORT

- Managing complex and escalated enquiries from contact Centre during customer interaction Via Phone and Live chat platforms.

COMPLAINTS CASE MANAGER

- Resolve escalated complaints from Melbourne and Manila contact centers, ensuring customer satisfaction and effective problem resolution
- Manage CRM/database to document interactions Serve as a liaison between operations and branches, overseeing a small team, and coordinating tasks such as training, process improvement

FRAUD MITIGATION/ DIGITAL AND CARD FALCON OFFICER

- Case management of fraud related concern Internet Banking Fraud, credit card and deposit account fraud activities to mitigate the possible risk and losses.

RETENTION OFFICER

- Proficiently managing customer account closures. I ensure that the process is smooth and transparent, leaving a positive impression on customers even during their exit.

SME (SUBJECT MATTER EXPERT / ONBOARDING SUPPORT)

- Handling Coaching, Performance Management meeting ,Reporting and Analysis with newly hired bankers to get acquainted with process updates, banker's progress, bank's systems.

Convergys Philippines May 2013 - July 2015

MACYS CUSTOMER SERVICE REPRESENTATIVE

- Assisting clients with comprehensive understanding of their billing details for Macy's Credit Card and American Express Card via phone.
- Handling taking order's online via macys.com/ bloomingdales.com, order status inquiries and upselling credit card products and services

EDUCATION HISTORY

IEI MARIKINA | JUNE 2010 - JUNE 2013

ICT (INFORMATION & COMMUNICATION TECHNOLOGY)