



# LULU DACUP

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Skip Tracing
- Customer Support
- Data Entry
- Trust and Safety
- Office Software
- Administrative Assistant
- Technical Support

## TOOLS

- Canva
- Facebook
- LinkedIn
- Podio CRM
- Brite Tree
- eCW
- MSTeams
- ZOOM
- Slack
- Zendesk
- Google Workspace

## PERSONAL PROFILE

**An Administrative Assistant, Customer Service Representative, Technical Support Representative, and a Fraud Specialist** with more than a decade of 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

### CALL CENTER ASSOCIATE

**Open Access Company | 2020 - 2022**

- Reviewed the tasks posted and marked as fraudulent or legitimate.
- Reviewed invoices from completed tasks if valid to be approved or to be escalated.

### CUSTOMER SERVICE REPRESENTATIVE

**Conectys | 2020**

- Reviewed documents with monthly, quarterly or yearly subscription.
- Approved or rejected documents due to lack of requirements.

### ASSOCIATE

**Sutherland Philippines | 2019 - 2020**

- Assisted patients, members, and guardians regarding their statements and referred them to insurance companies for further assistance.
- Managed the queue, checked abandoned, on hold, and long calls waiting including breaks.

### VIRTUAL ASSISTANT

**QUICK PROPERTY SOLUTIONS | 2018**

- Encoded new seller leads to Google sheets.
- Called owners, landlords, or relatives in setting up an appointment, skipped tracing.

## **TECHNICAL SUPPORT REPRESENTATIVE**

### **INTERNATIONAL MARKETS LIVE | 2017 - 2018**

- Assisted members with their monthly subscriptions and billing date adjustment
- Processed refunds of subscriptions over the phone.
- Troubleshoot the app on any gadget that encountered issues with the installation
- Assisted schedules of trainers, price packages for subscriptions, and the coverage of each product subscriptions.

### **VXI BV HOLDINGS [ 2016 - 2017 ]**

#### **ACCOUNT ASSOCIATE**

- Installed and configured wired and wireless devices over the phone for DIRECTV.
- Configured media players.

#### **CUSTOMER SERVICE REPRESENTATIVE**

- Provided partner drivers with their account, incentives, rides, trip adjustments, and complaints via calls over the phone, chat and email .
- Assisted partner drivers with program application.

#### **CONSULTANT**

### **SUTHERLAND PHILIPPINES | 2012-2016**

- Installed and configured wired and wireless devices over the phone.
- Accessed customer's computer/s remotely for optimization and virus removal.
- Installed and uninstalled programs, and configured email if unable to receive and sent an email using a third-party application.
- Assisted installation of operating systems over the phone.
- Troubleshoot network devices.
- Configured media players
- Supported all devices which were not covered by AT&T U-verse and DSL .

## **TECHNICAL SUPPORT REPRESENTATIVE**

### **SYNNEX-CONCENTRIX INC | 2009 - 2011**

- Installed wired and wireless devices.
- Configured wired and wireless devices.

#### **ADMINISTRATIVE ASSISTANT**

### **PHOENIX BUILDING SYSTEMS, INC. | 2007 - 2008**

- Encoded all the data of the products including sales, cash, cheque, returns, received, expenses, reimbursements, and deliveries to QuickBooks.
- Paid bills, taxes and received calls for delivery, appointments, orders, and inquiries.
- Inventoried the products by the end of each Month.
- Sent report at the end of the day.
- Computed Daily Time Record (DTR) of employees.

## **EDUCATION**

- Bachelor of Science in Civil Engineering and Bachelor of Arts in Mass Communication (Undergraduate)