



# SHEILA MAE NAPULI

VIRTUAL TEAMMATE



## PERSONAL PROFILE

Dedicated customer service representative with over 4 years of experience in delivering exceptional support and building strong client relationships. Known for my strong organizational skills and ability to manage multiple priorities efficiently, I'm eager to leverage my expertise in communication and problem-solving as an Executive Virtual Assistant.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

#### SUNPOWER | 2023-2024

- Managed customer inquiries and resolved issues related to solar panel installations, billing, and maintenance.
- Provided technical support and troubleshooting for solar energy systems, ensuring quick resolution and customer satisfaction.
- Coordinated with field technicians to schedule service appointments and follow up on service tickets.

#### SYNCHRONY | 2022-2023

- Assisted clients with banking transactions, account inquiries, and financial product information through phone, email, and chat.
- Resolved billing discrepancies, processed payment disputes, and managed account updates.
- Provided personalized financial advice based on customer profiles, ensuring adherence to industry regulations.

#### IBEX | 2020-2022

- Handled customer inquiries regarding product availability, orders, returns, and refunds through various communication channels.
- Assisted in tracking shipments, processing online orders, and providing post-purchase support.
- Resolved escalated customer complaints with professionalism, ensuring customer retention and satisfaction.
- Managed data entry for customer orders, inventory updates, and account records in retail management software.

## HARD SKILLS

- Communication Skills
- Customer Service support
- Microsoft office
- Time Management
- Schedule Management
- Email Management
- Travel Planning
- Calendar Management
- Data Entry
- Quickbooks Online
- Salesforce
- Canva



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## WORK EXPERIENCE

### ASSISTANT RESTAURANT MANAGER

**JOLLIBEE FOOD CORPORATION | 2014-2019**

- Assisted the Restaurant Manager in managing daily operations including opening and closing procedures.
- Ensured customers have an exceptional dining experience by addressing concerns promptly and professionally.
- Conducted performance evaluations and provide constructive feedback to encourage team growth.

### EDUCATION

Colegio de San Juan de Letran

Bachelor of Science in Hotel and Restaurant  
Management | 2010- 2014

### *Certification*

**15-HOUR Quickbooks Online Advance  
Training | Freelance Academy**

**Administrative Virtual Assistant Training |  
Surge MarketPlace**

## SOFT SKILLS

- Adaptability
- Positive attitude
- Self Motivation
- Confidentiality and Discretion
- Teamwork
- Problem-solving