



# FAVEL AMELIA LINAWAGAN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

## TOOLS

Asana  
Trello  
Hubspot  
Microsoft Office  
Google Workspace  
Hootsuite  
Canva  
GoHighLevel  
8x8  
Notion  
Ooma

## PERSONAL PROFILE

As a seasoned Customer Care Representative for over six years and an additional three years working as a Virtual Assistant, I am committed in generating revenue, providing exceptional customer care and deliver seamless and reliable support to my clients.

## WORK EXPERIENCE

### VIRTUAL ASSISTANT

[Ulises Gomez Agency - Farmers Insurance](#)  
November 2023- March 2024

- Calendar Management
- Prepare customer spreadsheets and keep online records
- Responding to emails and phone calls
- Book Appointments
- Cold Calling

### POLLSTER

[WedoTheTalk Agency - Braun Research](#)  
October 2021- June 2023

- Conduct survey about various campaigns around USA
- Data Entry

### VIRTUAL ASSISTANT - CUSTOMER CARE REPRESENTATIVE

[The Inspection House](#)  
May 2022- October 2022

- Inbound and Outbound Customer Care
- Text Campaigns
- Coordination with on shore inspectors
- Finalizing sales and processing payments
- Scheduling Inspection

## **VIRTUAL ASSISTANT - SOCIAL MEDIA MANAGEMENT**

### **Blood Sugar Central**

**June 2021 - November 2021**

- Community Management
- Schedule Content Post
- Engagement
- Email Management S
- scheduling Appointments
- Lead Generation

## **CSR - THE RESULTS COMPANY**

### **SPRINT**

**2016-2017**

- Answer inbound calls
- Assist customers with inquiries
- Proper call documentation
- Update Customer Data

## **CSR - CONVERGYS**

### **VISA**

**2013 - 2016**

- Customer Care Department
- Assist customers in gift card activation, processing card replacements, payroll accounts and debit transactions
- Handle escalated calls
- Fraud Prevention

## **CSR - AEGIS PEOPLE SUPPORT**

### **Blue Shield of California**

**2011- 2013**

- Policy Payment Specialist
- Update Account Information
- Policyholder Verification

## **EDUCATION HISTORY**

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**University of San Jose-Recoletos 2006**

- **Bachelor of Nursing**

**Northwest Samar State University 2025**

- **Bachelor of Secondary Education**  
**Major in English**