



ODETTE GETARUELAS

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Interaction
- Customer Service and Support
- Data Entry
- Chat/Email Support
- Inbox management
- Operations and Logistics
- Travel management

TOOLS

TMS
Salesforce
Notion
Google Workspace
Microsoft Word/Excel
Asana

PERSONAL PROFILE

As an **Executive Virtual Assistant** with over 7 years of experience, I excel in managing complex tasks, streamlining operations, and delivering top-notch customer service. I quickly adapt to challenges, ensuring efficiency and satisfaction in every role.

WORK EXPERIENCE

EXECUTIVE PARTNER

Athena | February 2024 – May 2024

- Take ownership and manage calendars and scheduling
- Build rapport with client's network and team and help to manage these important relationships

OPERATIONS VA

My Freight Staff | July 2022 – February 2024

- Monitor shipments in transit from origin to destination using various tracking systems.
- Analyze data related to shipment movement such as timelines, delays, exceptions etc.

CUSTOMER CARE EXECUTIVE

WORLDREMIT LTD. | October 2019 – May 2022

- Respond to all customer transfer inquiries, complaints, and conduct collection activity on pending and in processing transactions.
- Review customer's documents such as ID card, bank statements, and proof of addresses.
- Assist customers with card payments and refunds.

CUSTOMER SERVICE REPRESENTATIVE

QUALFON PHILIPPINES INC. | Nov. 2015 – June 2019

- Inbound and outbound calls
- Escalations "Supervisor department"
- Technical Support

EDUCATION HISTORY

UNIVERSITY OF CEBU 2015-2016

- Associate in Information Technology