



CLARIS MANULANG

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service and Support
- Appointment Setting
- Data Entry
- Light Bookkeeping
- Lead Generation
- File, Calendar and Email Management
- Administrative Tasks

TOOLS

- Asana, Trello, Salesforce, and Hubspot,
- Quickbooks, Canva, ChatGPT
- Microsoft Office, Google workspace, Slacks
- Microsoft Excel
- Dropbox and Onedrive
- Auris

PERSONAL PROFILE

Experienced **Virtual Assistant** with over 9 years in the BPO industry, specializing in data entry, calendar management, bookkeeping, and customer service. Highly organized, detail-oriented, and committed to streamlining operations and ensuring efficiency. Reliable in both independent tasks and team projects.

WORK EXPERIENCE

TEAM LEADER

[SixEleven Global Services & Solutions | 2019 - 2023](#)

- Developed and implemented sales strategies resulting in a monthly increase in sales and overall productivity. Facilitated training and monitored agents' performance, improving call resolution times and enhancing customer satisfaction.

CUSTOMER SERVICE REPRESENTATIVE

[SixEleven Global Services & Solutions | 2016 - 2018](#)

- Phone and email support ensuring timely and accurate assistance for customer satisfaction.
- Track orders via USPS and UPS, coordinated with Warehouse managers for further assistance.

VIRTUAL ASSISTANT

[SixEleven Global Services & Solutions | 2015 - 2016](#)

- Data Entry, File Management, calendar management, pulled credit reports, performed light bookkeeping using QBO, and processed payments.

EDUCATION HISTORY

[Mindanao State University](#)

- Masters in Educational Management major in School Administration

[GenSantos Foundation College Inc.](#)

- Business Administration major in Financial Management