



RICA JANE NAVARRO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Administrative Support
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design
- Organizational Skills
- Communication Skills
- Customer Service
- Problem-Solving
- Adaptability
- Confidentiality

PERSONAL PROFILE

A dedicated and resourceful Virtual Assistant with several years of experience providing exceptional customer service and administrative support across various industries, including e-commerce, technology, healthcare, and real estate. Skilled in handling diverse client needs through email, chat, and phone communication.

WORK EXPERIENCE

QUALITY ASSURANCE ANALYST

Ubiquity | 2021 - 2024

- Conducted thorough investigations into financial records and suspected malfeasance.
- Auditing Cases

LEGAL ASSISTANT

Virtual Staffing(Legal Soft Solution) | 2022 - 202023

- Drafts and finalizes orders, resolutions, administrative issuance and correspondence to investigation of administrative cases.
- Files and maintains record of cases necessary for legal related issues

RETENTION SPECIALIST/ CHAT SUPPORT

Varsity Tutors | 2021 - 2023

- Provide technical support, resolve customer service inquiries, or offer additional forms of real-time problem-solving via chat
- Communicate with customers, members, or employees to increase loyalty and retain businesses or services and quickly devise solutions to problems



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TOOLS

- Hubspot
- Zendesk
- Ninja Dialer
- Buildium
- Quickbooks
- Nuance
- Genesys
- Zillow
- Appfolio
- Canva
- Asana
- Slack
- Asana
- Gsuite
- Microsoft Office
- Microsoft Excel
- Meta Business Suite

GENERAL VIRTUAL ASSISTANT

[MyOutdesk | 2020 - 2022](#)

- Organizing meetings and coordinating travel arrangements.
- Handling email correspondence and responding to inquiries.
- Providing support and resolving issues for clients or customers.
- Creating and scheduling social media posts.
- Assisting with blog posts, newsletters, or marketing materials.
- Assisting with basic bookkeeping and expense tracking.

DENTAL RECEPTIONIST

[Riverdale FamilyDental | 2020 - 2021](#)

- Provide the highest level of customer care while taking incoming calls, setting up and managing appointments, verifying dental insurance, planning referrals, handling prescription refills.

CUSTOMER SERVICE REP/TECHNICAL SUPPORT/ SME

[Convergys/Concentrix | 2016 - 2020](#)

- Team Management
- Provided clear and concise step-by-step technical support to guide Customer.

CUSTOMER SERVICE REPRESENTATIVE

[Customer Service Representative | 2014 - 2016](#)

- Oversaw Customer Inquiries , accurate providing information to resolve service complaints and guarantee customer satisfaction

EDUCATION HISTORY

[Technological University of the Philippines - Visayas](#)

- Bachelor of Science in Engineering Technology, 2018