



LADY GRACE HAZEL GARCIA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Email & Live Chat Assist
- Data Entry
- Internet Research
- Problem Solving
- appointment setting
- Calendar Management

TOOLS

- Asana
- Microsoft Office 365
- Microsoft Excel
- Canva
- Google Workspace
- FreshDesk
- CINC Webaxis
- Citrix
- Avaya
- Calendly
- Google Calendar

PERSONAL PROFILE

A **Customer Service Representative** with 5 years experience in BPO industry handling US financial accounts and 2 years general virtual assistant experience handling US property management. A team player, and motivated individual who always go above and beyond to create impact to every customer interaction.

WORK EXPERIENCE

GENERAL VIRTUAL ASSISTANT

WILLIAM DOUGLAS PROPERTY MANAGEMENT | 2022 - 2024

- Assisted via phone, email and live chat
- Assisted homeowners with their inquiries about their HOA specifically their HOA dues, violation reports, work order and architectural requests.

FRAUD PREVENTION SPECIALIST

JP MORGAN CHASE BANK | 2019 - 2022

- Review accounts for check deposit hold release requests and online money transfer approval
- Performed enhanced verification for high risk transactions
- Perform additional verification for walk in customers with not enough proof of identity documents.

BRANDED CORE SERVICING

CAPITAL ONE PHILIPPINES | 2018 - 2019

- Assisted card holders with billing, payment and online banking inquiries

MACY'S CREDIT AND CUSTOMER SERVICE REPRESENTATIVE

ALORICA PHILIPPINES | 2018 - 2019

- Assisted card holders with billing, payment and online banking inquiries
- Performed high-risk verification and account review for credit limit increase requests

EDUCATION HISTORY

KOLEHIYO NG LUNGSOD NG LIPA

- Bachelor in Elementary Education, 2012 (Undergraduate)

PANSOL NATIONAL HIGH SCHOOL

- Secondary Education, 2005-2010