



# JEFFREY DOSAL

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Service
- Travel booking
- Data Entry
- Internet Research
- Office Software
- Calendar management
- Administration
- Training /Onboarding

## TOOLS

Yardi Voyager  
DR. Chronos  
Office Ally  
Athena  
Prompt  
Microsoft Office Suite  
Salesforce  
Google Docs  
Google Calendar  
IBPM  
Sharepoint  
Team Viewer  
Mirasys  
Spotter  
Capcut  
Canva  
WhatsApp  
Tiktok  
Alvaria  
Qualtrics  
Express  
Avaya  
Soft Phone  
Easy Soft  
Genesys Cloud  
Nice/Nice inContact  
Aspect  
Cisco  
Glassdoor  
Monster  
LinkedIn  
DocuSign

## PERSONAL PROFILE

A Virtual Assistant with over 15 years of experience in various tasks, graveyard shifts, and US-based clients. An independent, adaptable, self-starter, capable of working in a team setting or as an individual contributor. A quality, integrity, and excellence-oriented leader/mentor.

## WORK EXPERIENCE

### SPECIALIST/MENTOR - RETIREMENT SERVICES

#### PRINCIPAL GLOBAL SERVICES | 2021 - 2024

- Mentored new hires during production onboarding.
- Delivered excellent customer service over the phone.
- Implemented strategies to improve the team's metrics.

### RETIREMENT SERVICE REPRESENTATIVE-LEVEL 3

#### WELLS FARGO BANK | 2017-2021

- Quality Manager for the team
- New hire onboarding
- Over the phone customer service

### SENIOR TECHNICAL RECRUITER

#### PSG Global Solutions | 2014 - 2017

- Full cycle recruitment
- Job Board Surfing
- Job Posting
- Lead Generation
- Sourcing

## EDUCATION HISTORY

#### Olivarez College

- Bachelor of Science in Hotel and Restaurant Management
- President, CAT Alumni Association