

Tracy Margaret Aninang

VIRTUAL ASSISTANT

Details

Davao City
Philippines
0930 337 0437
tracy.aninang@gmail.com

Links

[linkedin](#)
[onlinejobs.ph](#)

Skills

Problem Solving

Adaptability

Interpersonal Skills

Creativity

Microsoft Office

Ability to Multitask

Ability to Work Under Pressure

Critical thinking and problem solving

Leadership Skills

Effective Time Management

Computer Skills

Fast Learner

Ability to Work in a Team

Communication Skills

Strategic Planning

Sales

Invoice Processing

Setting Appointments

Profile

Senior Customer Service with over 9 years of experience working in both outsourcing/offshoring industry and as a freelancer; answering calls, chats, emails, SMS, and back-office tasks. Approachable and professional, dedicated to providing world-class customer service and making customers/clients happy.

With almost a decade extensive experience and expertise, I have amassed a range of skills from transaction handling to complaint resolution and can comfortably deal with a wide range of customers and queries to drive sales and customer satisfaction.

Employment History

Business Manager, Beard Financial Group

FEBRUARY 2020 – OCTOBER 2020

Started the company as the right hand of the business owner, managing day to day tasks, greatly contributing to business decisions, resolving bottlenecks, coordinating the entire team to ensure smooth operational processes, and brainstorm for the future of the company.

Key Responsibilities:

Recruitment Manager & Human Resource Admin

- Creatively drafting and posting hiring ads.
- Thorough screening of potential applicants and strategic planning for marketing approach and business development.
- Engaging with applicants through Interview ensuring they fit the company's criteria.
- On-boarding and training newly hired applicants.
- Keenly monitoring the entire team's performance and implementing SOP guidelines.
- Creating and improving CRM processes, as well as but not limited to; training materials, call scripts and macros, printable forms for billing

Account Manager, Land Logistics Ltd Co

OCTOBER 2020 – OCTOBER 2023

Freight Broker Agent at Land Logistics Ltd Co, with a track record of 1,231 Full-Truck Loads (Flatbed / Step Deck) and 0 claims

- Administrative Tasks - invoice processing, account payables and receivables, compliance and onboarding
- Clients and Customer Support / Carrier Dispatch Service

ESL teacher- Senior Teacher A, 51Talk English International, Inc

JUNE 2019 – JANUARY 2020

Conducting activities and lessons based on ESL teaching methodologies. Encouraging and engaging students to speak in English. Motivating students and using humor to induce a pleasant learning environment. Maximizing students' talk time through oral tests and presentations.

Key Responsibilities:

- Conducting activities and lessons based on ESL teaching methodologies.
- Encouraging and engaging students to speak in English.
- Motivating students and using humor to induce a pleasant learning environment.

Customer Service

Macros

Social Media

Customer Relationship
Management

Upselling

Languages

English

- Displaying excellent classroom management and keeping accurate records of student performance.

Senior Customer Service Representative, Awesome CX, Davao

AUGUST 2015 – MAY 2019

Started as a customer service representative demonstrating retention skills by retaining customers from canceling their monthly subscriptions. Assisted customers with any account modification requests and answered inquiries. Exceeded the client's targeted KPIs resulting in being promoted as a senior customer service representative who helped the team succeed.

Key Responsibilities

- Retaining unhappy customers by listening to their issues and providing solutions to solve them.
- Ensure that customers receive exemplary customer service through emails and chats within agreed time frames.
- Resolving customer complaints swiftly ensuring a mutually beneficial agreement is reached for both the customer and the business.
- Exceeded the client's targeted KPIs such as QA score, tickets handled per hour, and attendance rate.
- Assistance in product inquiry, placing and canceling orders, inventory monitoring, refunds and membership retention.
- Minor back-office experience on Excel related tasks. Social Media Moderator.

AT&T Blue Sales Associate, VXI Global Holdings Inc., Davao

DECEMBER 2014 – JULY 2015

Demonstrated an exemplary performance in assisting customers with billing inquiries, service complaints, assistance needed, and up-selling business services.

Key Responsibilities

- Answer inbound calls from current AT&T home phone and/or internet customers with billing questions/complaints.
- Provide resolution to their issues in a concise and timely manner.
- Offer bundle options to their services, by up-selling the suite of AT&T products including wireless services, high speed internet upgrades and DIRECTV.

Customer Service Representative/Social Media Moderator/Blogger, HFT Inc.

MARCH 2009 – OCTOBER 2014

Executed and exceeded company's required service level, by performing exceptionally in engaging with customers, interactively responding in social media platforms, and creatively writing blog posts for advertisement.

Key Responsibilities

- In-charge of answering members' billing/account inquiries and transferring calls for specific departments.
- Manage and update social media accounts/pages on a daily basis.
- Respond to social media messages, and post daily blogs for advertisement.