



JOANNE

SKILLS

- Time Management
- Effective Communication
- Organizational Skills
- Phone Etiquette
- Customer Service

TOOLS

- Microsoft 365
- Google Workspace
- CRM
- ERP
- Canva

EDUCATION

2001-2005

- Bachelor of Science in Commerce

PROFILE

Driven and detail-oriented professional seeking a Virtual Assistant position to utilize exceptional organizational skills, clear communication, and expertise with digital tools to provide seamless administrative support. Committed to delivering high-quality results while continuously learning, adapting, and embracing new technologies to enhance efficiency and contribute to team success.

WORK EXPERIENCE

Technical Support Agent
(Project Based)

March 2025 - April 2025

- Provide customer support and ensure issue resolution and satisfaction.
- Troubleshoot technical problems using analytical and tech knowledge.
- Communicate solutions clearly via phone, email, or chat.
- Document customer interactions and resolutions accurately.
- Use a structured approach to identify and solve customer problems.

Accounting Services Associate III

November 2021 - January 2025

- Process accounts payable invoices, ensuring timely and accurate vendor payments.
- Match invoices to purchase orders and secure necessary approvals.
- Assist with month-end closing, including reconciliations and accruals.
- Address inquiries or discrepancies related to invoices or payments.
- Ensure compliance with company policies and support other accounting functions as needed.

Administrative Coordinator

May 2018 - December 2020

- Responded to inquiries via email, phone, and chat; provided sales and administrative support to the team.
- Processed work orders, service reports, and purchase orders.
- Coordinated technicians' schedules, optimized route planning for efficiency, ensured timely appointments, and maintained clear communication with technicians.
- Supported the accounting team by generating and sending Statements of Account to clients and billing.



February 2016 – June 2017

Encoder

- Accurately and efficiently encode all data that needs organizing and recording.
- Input, track, and maintain all encoded data and records.
- Perform any other office tasks that management requires assistance with.
- Report any major errors or inconsistencies to upper management.
- Maintain report logs of in-progress and/or completed work.



November 2010 – February 2015

Sales Service Assistant

- Responsible for the processing of all transactions efficiently.
- Professionally deals with customers enquiries in a timely manner.
- Resolve and follow up on pending transactions escalating where needed.
- Ensuring all transactions are performed in accordance to company's Compliance Rules.
- Ensuring housekeeping and workplace safety, instruments of various financial transactions.