Candidate #T-F3FBDDC9A9

Virtual Assistant and Quality Assurance Specialist

Candidate ID: T-F3FBDDC9A9

Category: Virtual Assistant **Experience:** 21 yrs **Location:** Manila, Philippines **English:** C1 **Fee:** A$1,950/mo

This CV has been anonymised by Adept Staffing Solutions to protect candidate privacy.
Employer names, personal contact details, and identifying information have been removed.
To arrange a screening call, contact us at adeptstaffing.com.au.

PROFESSIONAL SUMMARY

Results-driven professional with extensive experience in executive support, operations, and customer service. Skilled at optimising workflows, managing priorities, and delivering high-quality results in fast-paced, remote environments. Recognised for strong organisation, clear communication, and a proactive approach to problem solving.

SKILLS

Executive and administrative support | Calendar and travel management | Project coordination | Process improvement | Client and customer relations | Operations management | Communication and correspondence | Report generation and analysis | Problem solving | Confidentiality and discretion | Lead generation and appointment setting | Quality assurance and compliance evaluation | Microsoft 365 | Google Workspace | Trello, Asana and Monday.com | Slack and Microsoft Teams | Zoom and Google Meet | CRM platforms | Canva and Adobe Acrobat | Social media management

WORK EXPERIENCE

Appointment Setter and Lead Generation Specialist

Web design and digital marketing agency · Sep 2026 – Present

Conducted high-volume outbound prospecting for website and digital marketing services. Presented free website previews, qualified leads, addressed objections, and scheduled appointments while maintaining CRM records.

Social Media Manager and Business Owner

Meal-prep business (self-owned) · Mar 2025 – Present

Manage digital branding and Facebook promotion. Create Canva marketing assets, promotional copy, and content calendars. Handle customer inquiries, order intake, and online engagement.

Freelance Data Annotator and AI Trainer

AI training and data annotation platform · Nov 2025 – Jun 2026

Annotated data and evaluated AI-generated content against project guidelines and quality benchmarks. Applied consistent analytical judgment and attention to detail to support AI training and model improvement.

Vendor Relationship Specialist

BPO and contact centre · Aug 2025 – Mar 2026

Coordinated vendor operations and stakeholder communications for an international account. Maintained vendor records, tracked documentation requirements, and facilitated cross-team issue resolution within project timelines and quality standards.

Client Success Specialist and Administrative Support

Australian online course and training services business · Aug 2024 – Jul 2025

Supported international clients through inquiry resolution and timely follow-ups. Coordinated documentation with training organisations and internal teams, tracked milestones in CRM systems, and monitored online reviews to support client satisfaction.

Senior Quality Analyst

BPO and contact centre · Oct 2011 – Aug 2024

Evaluated customer interactions for business, client, and regulatory compliance. Analysed performance trends and root causes, and partnered with operations leaders on corrective actions, quality benchmarks, process improvements, and frontline coaching.

CSR, TSR and Sales Operations Representative

BPO and contact centre · Jun 2005 – Oct 2011

Delivered inbound and outbound support for local and international accounts. Handled customer inquiries, technical support, sales activities, lead qualification, appointment setting, and accurate customer documentation.

EDUCATION

Business Administration (two years completed)

Business Administration · College, Philippines · 2003

CERTIFICATIONS

Social Media Management Certificate

The Social Army · 2025

General Virtual Assistant Mastery Course

The Social Army · 2025

Medical Billing and Administrative VA Training

VA Growth PH · 2024

Graphic Design with Canva Certificate

KursoPH · 2024

Coffee Copywriting Course

KursoPH · 2024