

# Patrick Jhon P. Gopela

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## About me

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Experienced professional with nearly 9 years of dedicated service in the Business Process Outsourcing (BPO) industry, coupled with valuable experience as a virtual assistant. Proficient in leveraging MS Office Applications and Google Apps, including Google Sheets, Google Docs, and Google Slides, to streamline operations and enhance productivity. Demonstrated ability to thrive in fast-paced environments, delivering exceptional administrative support and fostering seamless communication across teams. Known for my attention to detail, strong organizational skills, and commitment to delivering high-quality results. Seeking to leverage my extensive experience and technical proficiency to contribute to a dynamic team environment.

## Education

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### Bachelor of Science in Nutrition and Dietetics,

*Polytechnic University of the Philippines*  
2014 – 2019 | Manila, Philippines

### Bachelor of Science in Biology,

*Polytechnic University of the Philippines*  
2013 – 2014 | Manila, Philippines

## Professional Experience

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### Legal Secretary, *Katindig Law Firm*

July 2024 – November 2025

- Provided comprehensive administrative support to attorneys, including managing calendars, scheduling meetings, and coordinating travel arrangements.
- Managed client intake, including collecting necessary documentation and maintaining confidential case files.
- Conducted legal research to support case preparation and drafted summaries for attorney review.

### Workforce Scheduler, *Probe Group Philippines*

February 2022 – June 2024

- Created optimal schedules for call center operations, ensuring service level goals were met within budgetary parameters.
- Managed staff schedules in collaboration with Workforce Management (WFM), considering checklists, availability, and other factors.
- Maintained agent daily schedules to ensure operational efficiency.
- Documented scheduling processes to maintain consistency and improve future planning.

### Virtual Assistant (Real Estate) - Part Time, *NPV Legal*

May 2022 – June 2023

- Managed a high volume of emails and phone calls efficiently, providing timely responses and ensuring excellent customer service.
- Conducted thorough reviews of contracts related to real estate purchases on behalf of clients, ensuring legal compliance and protecting client interests.
- Proficiently drafted a variety of legal documents, including attorney review letters, deeds, contracts, and addendums, demonstrating meticulous attention to detail and adherence to legal standards.
- Facilitated seamless communication and coordination among clients (buyers/sellers), realtors, attorneys, and title companies, effectively managing contingencies and fulfilling closing requirements to expedite the real estate transaction process.

## Skills

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- Customer Service Excellence
- Proficiency in MS Office Applications
- Strong Communication Skills (Verbal and Written)
- Attention to Detail
- Time Management and Prioritization
- Analytical Thinking
- Client Relationship Management
- Multitasking and Coordination
- Adaptability and Flexibility

### **Reporting Analyst, Probe Group Philippines**

August 2020 – February 2022

- Proficiently extracted and generated comprehensive performance reports on a daily, weekly, and monthly basis, catering to both Agent and Call Center levels.
- Conducted rigorous quality assurance checks on all reports to guarantee data integrity and maintain consistency across metrics.
- Demonstrated adaptability by creating Adhoc Reports tailored to the specific needs of leadership and stakeholders, providing actionable insights for strategic decision-making. Leveraged advanced analytical skills to process and analyze large datasets, transforming complex information into easily understandable visual presentations for enhanced comprehension

### **Customer Experience Executive,**

*Probe Group Philippines*

October 2019 – August 2020

- Interacted with customers regarding their orders, purchase status, and payment transactions, ensuring clear communication and issue resolution.
- Liaised with merchants to address and resolve customer disputes, fostering positive relationships and customer satisfaction.

### **Indexing Coordinator, Probe Group Philippines**

May 2019 – October 2019

- Acted as a liaison to validate customer transactions, ensuring accuracy and legitimacy.
- Analyzed merchant identities for system validation, maintaining security and compliance standards.

### **Provider Service Associate, Hinduja Global Solutions**

April 2018 – May 2019

- Effectively managed provider calls regarding patient health insurance, delivering comprehensive information on eligibility and benefits to ensure seamless healthcare service delivery.
- Provided invaluable assistance to providers in navigating medical claims processes, including clarifying claim processing procedures, addressing denials, and facilitating claim reprocessing.
- Demonstrated strong communication skills and a deep understanding of insurance protocols, resulting in enhanced provider satisfaction and improved claims resolution efficiency.

**Customer Service Representative,**

*Garrett & Talon, Inc.*

July 2016 – January 2018

- Managed billing inquiries and resolved customer complaints related to orders from JustFlowers, ensuring a positive customer experience.
- Provided phone support to JustFlowers customers, assisting with their orders and addressing any issues promptly.
- Handled delivery confirmations and facilitated order changes and upgrades to meet customer needs and preferences.

**Technical Support Representative, *Convergys***

December 2015 – June 2016

- Provided technical assistance to TWC customers via phone, addressing inquiries and resolving issues related to their subscribed services.
- Handled escalation calls and effectively managed customer complaints to ensure satisfaction and service quality.
- Supported customers with basic billing inquiries and facilitated service upgrades to enhance their experience with TWC offerings.

**References**

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**Leo Katindig**, *Attorney*, Katindig Law Firm  
leokatindig@gmail.com, 09989527573

**Febrie San Diego**, *Attorney*  
febriesandiego@gmail.com, 09060196911