

RENSON BEATRICE A. VAFLO

Birth Date: June 15, 1995
Current Address: Blk 16 Lot 14 Vienna St. Manville Royale Subd., Brgy. Tangub
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Objective

Proactive and adaptable individual with four years of experience as a Customer Service Representative and General Virtual Assistant, committed to providing exceptional support to clients. I take pride in my ability to coordinate schedules, manage tasks effectively, and create engaging materials while helping clients achieve their goals. I thrive in multitasking environments and am dedicated to improving time management skills. I'm also well-versed in various software applications and online tools that enhance productivity. My goal is always to exceed expectations for both clients and customers alike.

Education

Institute for Culinary Arts University of St. La Salle <i>Diploma in International Culinary Arts</i>	Bacolod City, Philippines January 2019- December 2020
Assumption College- San Lorenzo <i>Bachelor of Communications Major in Media Production</i>	Bacolod City, Philippines November 2013- May 2018

Work Experience

Police Tax <i>Virtual Assistant/Customer Specialist- (Seasonal Contract)</i>	California, USA November 2024- April 2025
Plot Holders LLC <i>Virtual Assistant/Project Manager</i>	Philadelphia, PA, USA October 2021- December 2023
Concentrix <i>Customer Service Guest Representative</i>	Bacolod City, Philippines March 2021- September 2021
Tres Puntos Post Production <i>Assistant Coordinator</i>	Makati City, Philippines March 2018- June 2018

Little Bee Preschool
Part-time Online English Teacher

Fushun, Liaoning China
April 2018- June 2018

On-The-Job Training

Tres Puntos Post Productions
Intern

Makati, Philippines
March 2018- June 2018

Director's Board Video and Film Productions
Intern

Makati, Philippines
2014

Qualifications & Skills

- Handled multiple properties for due diligence (includes cold calling and emails to third party individuals, corporate businesses and local governments)
 - Navigated and used various online websites for compiling and organizing information/notes
 - Inbound, outbound and email reach-outs to listing agents, lawyers, contractors, builders and many more
 - Proactive in answering queries, resolving issues, and enhancing service levels
 - Social media management and blog posting
 - Listened to customers and analyzed the issue to offer a prompt resolution to ensure loyalty to the business
 - Capable of working in a high-pressure environment
 - Strong interpersonal communication skill, both in written and oral
 - Relates well with other people from different cultures
 - Skilled in using a variety of office applications/software such as Microsoft Word, Excel, PowerPoint, Google Docs, also other softwares such as Adobe Photoshop, Canva, and other photo & video editing tools
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Languages

- Fluent in Filipino
 - Fluent in English
 - Basic in Spanish
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Others

- Nationality: Filipino
 - Computer Skills: MS Office, Adobe Photoshop, Google Workspace
 - Passionate About: Philanthropy, Cooking, Photography, Films, Customer Service
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Reference

Minsoo Jeon

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Ariane Mae Piosca

Virtual Assistant
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