

LENETTE CRUZ

PROFESSIONAL SUMMARY

Dedicated and detail-oriented with over 9 years of outstanding customer service experience and accomplished support professional delivering reliable information and communications technology assistance. Excel at prioritizing, completing multiple tasks simultaneously and following through to achieve goals. Flexible and goal-oriented team player with expertise in scheduling, customer relationship management and document control. Dependable self-starter and forward-thinker. Maintained robust, high-performing systems through ongoing monitoring and improvement implementation.



CONTACT

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EXPERIENCE

Part-Time General Virtual Assistant, 05/2022 - Present **Freelance - Remote**

- Provides personal assistance to the client in managing his schedule
- Calendar management
- Email management
- Booking appointments (ex. Doctor's appointment)
- Booking hotel and flight reservations
- Conducts web research
- Manages and organizes important documents/files
- Reminds the client for upcoming deadline/s
- Transcription

Customer Solutions Consultant, 11/2019 - 06/2022 **PayPal - Muntinlupa City**

- Started as a Customer Solutions Consultant I for Security, Settings and Payments. Handling inbound calls to support customers with payment issues, payment holds, account setup and configurations, etc.
- October 2020, upskilled and promoted as a Customer Solutions Consultant II for Disputes and Claims. Handling inbound calls assisting customers with their disputes and claims using best judgement and keen investigation skills.
- September 2021, upskilled and promoted as a Customer Solutions Consultant III for Limitations. Handling inbound calls to support customers with account security, restrictions, chargeback filing, fraud investigation, etc.

Project-Based Executive Virtual Assistant, 05/2019 - 12/2020 **Zoluzyun Processes and Systems Inc - Remote**

- Organize business calendar, business contacts, schedule meetings and arrange appointments for the client

CORE QUALIFICATIONS

- Stellar Customer Service
- Strong Analytical and Critical-thinking Skills
- Strong Technical Skills
- Payroll & Human Capital Management Systems
- Advanced Problem Solving
- Fraud identification techniques
- Highly articulate
- Data trending knowledge
- Payment processing and transferring
- Administrative operations
- Administrative support

- Conducts local business meetings in behalf of my employer who is in Saudi Arabia
- Run local errands for the business such as business registrations
- Maintain government compliance of the business
- Manage small group of employees' productivity and performance
- Perform market research, product research and conduct presentations
- Supervised work of contracted employees to deliver work on schedule
- Sourcing of business partners and investors through LinkedIn
- Manage business social media account

Analyst, 05/2016 - 05/2019

ADP Philippines Inc. - Makati City

- B2B support through inbound calls, outbound calls and email. Mainly handles Major Accounts Services Time and Labor Management and was one of the pilot account managers to handle payroll, time and attendance and benefit support.
- Managed time and attendance configurations, timeclock troubleshooting, soft upselling, new hire setup, accruals, payroll, benefits, reports, etc.
- Collected, organized and input information into SQL database

Technical Support, 07/2015 - 04/2016

West Corporation - Makati City

- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Provided clear and concise step-by-step technical support.
- Provided customers with complex time control services.
- Helped customers set up new systems, computers, applications and software.
- Comminuted technical computer information to non-technical audiences through easy-to-understand presentations and demonstrations.
- Reviewed current processes and successfully identified improvement opportunities.
- Boosted sales and improved customer satisfaction by providing attentive, personalized client services.
- Showcased product features and benefits to drive sales.
- Communicated effectively to determine customer needs, provide recommendations and upsell services.
- Encouraged add-on purchases by practicing rewarding upselling and cross-selling techniques.

Technical Support, 03/2013 - 06/2015

Teleperformance - Makati City

- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Provided clear and concise step-by-step technical support.
- Provided customers with complex time control services.
- Helped customers set up new systems, computers, applications and software.
- Comminuted technical computer information to non-technical audiences through easy-to-understand presentations and demonstrations.
- Reviewed current processes and successfully identified improvement opportunities.

EDUCATION

Bachelor's degree, Entrepreneurship/Entrepreneurial Studies, 2022
Polytechnic University of the Philippines - Manila City

Diplomas de Español como Lengua Extranjera, Spanish Language, 2017

Instituto Cervantes de Manila

Diplomas of Spanish as a Foreign Language B1-B2 Level

Bachelor of Science, Tourism and Travel Services Management, 2014
Polytechnic University of the Philippines

Undergraduate

CERTIFICATIONS

- **Communicating In the Language of Leadership** | LinkedIn Learning
 - **Remote Work Foundations** | LinkedIn Learning
 - **C1 English Certificate** | Tandem Language Exchange
 - **Humble Leadership: The Power of Relationships, Openness, and Trust** | LinkedIn Learning
 - **Business Development Strategies** | Polytechnic University of the Philippines
 - **Learning Cloud Computing: Core Concepts** | LinkedIn Learning
 - **Installing and Running WordPress: Shared Hosting** | LinkedIn Learning
 - **Learning SFTP** | LinkedIn Learning
 - **Managing Cash Flow and Credit Amidst the Pandemic** | Polytechnic University of the Philippines
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LANGUAGES

English: First Language:

Spanish:

B1

Intermediate:

TOOLKIT

- Asana
- Trello
- Monday.com
- Slack
- Microsoft Products (Word, Excel, PowerPoint, Teams, etc.)
- Zoom
- Gsuite/Google Workspace
- Canva
- GoDaddy Studio
- Evernote
- Notion
- Todoist
- Social Media Platforms (ex. Facebook, Tiktok, Instagram, Twitter, etc.)
- LinkedIn
- Discord

- DocuSign, DottedSign, PDFFiller
- Calendly
- LastPass (Password Sharing Manager)
- Calendar.com
- Messaging Apps (ex. WhatsApp, Viber, Telegram, WeChat, etc.)
- HCM Tools & Software (ex. ADP Workforcenow, EZLabor Manager)
- Bookkeeping & Quickbooks