

# RAMSES JUANCHO SERILLA

## VIRTUAL ASSISTANT/ CUSTOMER SERVICE

Dedicated and organized professional with 3 years of hands-on experience in customer service, lead generation assistant and medical assisting. Possesses strong communication and problem-solving skills, demonstrated through effective patient interaction and efficient handling of customer inquiries. Adept at handling administrative duties, providing medical assistance, and resolving customer inquiries, I strive to deliver efficient, compassionate, and professional service in every interaction

## WORK EXPERIENCE

### ULTIMATE TRANSPORT 123

2024 - 2025

#### Transportation Services/ Lead Generation

- Identify, qualify, and nurture new sales leads for transportation services through various channels, including cold calling and email campaigns. Proactively tracking and monitoring the status of all shipments,
- providing real-time updates and addressing any potential issues with their transaction. Assisting customer for shipping their vehicle, Payment processing and updating the information of the vehicle
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### VAmazing

2024 - 2024

#### Real Estate Lead Generation/ Appointment Setter

- Proactively contacts potential clients to generate leads for real estate services. Primarily work over the phone, initiating conversations with individuals who maybe interested in buying, selling, or investing in property. Identified and qualified leads by conducting thorough market
- research and staying up-to-date on local real estate trends and opportunities.

### DCS Communication Center Customer Service Representative

2024 - 2024

- Managed the entire order process on behalf of customers, from initial inquiry to successful order placement and confirmation. Resolved order-related discrepancies and managed changes or cancellations.
- Proactively communicated with customers to confirm order status, address potential issues, and provide timely updates, ensuring a high level of satisfaction.

### VXI Global Holdings

2023 - 2024

#### Legal & Business Account/ Customer Service

- Demonstrated expertise in guiding clients through the intricate process of business formation and registration with the Secretary of State. Possessed a thorough understanding of state legal document
- retrieval processes to efficiently obtain and provide essential documents ensuring clients has access to the information necessary to conduct their business operations.

### Teleperformance Inc.

2022 - 2023

#### Healthcare Account/ Customer Service

- Efficiently managed appointment scheduling, coordinating with available medical professionals to optimize patient access and minimize wait times. Facilitated seamless payment processing, handling diverse payment methods. Demonstrated attention to detail
- in verifying and checking prescription details, ensuring accuracy in medication information, dosage, and patient instructions



## CONTACT

### Phone

- +63-910-7939-248

### Email

- ramsesjuanchos@gmail.com

### Address

- Times beach, Bucana 76-A,  
Davao City, Philippines

## EDUCATION

2021 - 2023

### Davao del Norte State College

- Bachelor of Secondary  
Education Major in English

## SKILLS

- CRM Tools Navigation
- Email Management
- Effective communication
- Appointment Setting
- Computer Literate
- Lead Conversion

## LANGUAGE

- English
- Filipino

## REFERENCE

Janlyn B. Tutor

- +63-985-572-3645
- Alorica Inc.