



Ma Celina Ramos

Virtual Assistant / Customer Support Associate

Details

Blk 06 Lot 28 Birch St OakHill Subd, Brgy. Palo Alto Calamba City, Laguna, Calamba City, PH

(0991) 885 - 6909 / (0927) 645 - 6441

celina9397@gmail.com / macelina.ramos@gmail.com

Special Skills

Computer Literate

Microsoft Office Applications (Word, Excel)

Google Docs and Google Spreadsheets

Google Calendar, Android Devices Troubleshooting

Automatic and Manual Machine Operation

Professional summary

Experienced Virtual Assistant and Customer Support Associate with over 13 years of expertise in technical support, customer service, project management, and operations. Skilled in handling escalations, managing e-commerce platforms, auditing, and leading teams. Proven ability to manage multiple clients and deliver high-quality service in fast-paced environments. Strong background in IT and software development, complemented by vocational training and various professional certifications.

Work Experience

Patient Lead Grader (RiseDDS/Rise MD), RISE DDS. | Miramar, FL, USA
Mar 2024 – Present

- Call Grader/ Analyst
- Listen to recorded calls from patients or potential patients.
- Provide a summary report of call trends, highlighting frequent issues or successes across calls.
- Monitor improvement trends over time and offer insights to help the team enhance performance.
- Meet regularly with the team to discuss call grading insights, trends, and improvement plans.
- Suggest process improvements based on observed trends in call handling.
- Maintain accurate records of all grades and related feedback.
- Handle patient information with strict confidentiality, adhering to HIPAA or other relevant data privacy regulations.
- Ensure that all call evaluations adhere to privacy standards and that data is securely managed.

Virtual Assistant/Customer Support Associate, UPWORK GLOBAL INC. | San Francisco, CA, USA
Jun 2015 – July 2025

- Providing excellent customer service to clients with e-commerce business.
- Order Processing and Fulfillment (Shopify, Magento, ShipBob, Aliexpress, Dsers, CJ drop shipping).
- Project Management (Asana, Trello).
- Social Media Management (Facebook, Instagram, Twitter).
- Appointment Setter and House Repair Management.
- Email Management (Gmail, Outlook, Front, Zendesk, Gorgias, Helpdesk, Intercom, Hubspot).
- Post-Bind Auditor - auditing required documents and ensuring that all documents are properly signed and filled (CRM-based platform).
- Managing Airbnb and Hospitable Platforms (AirBnB, Hospitable).
- Managing small agency with 6 VAs and basic recruitment procedure for VA.
- Clients from Upwork included Cocoon Leasing, Social Advertising Company, AlexanderLeon, Pre-/Post Bind Audit Team Member, Virtual Assistant for DTC jewelry business, CelebrateLife Etsy Administrative Assistant.

Technical Support / Customer Service Representative, SYKES ASIA INC. | Makati City, Philippines
Jun 2014 – Feb 2016

- Subject Matter Expert - SME / Level 2.
- Handling Escalated Cases.
- Doing floor walk to answer agents' questions.
- Chat / Email Support for escalations.
- Handling supervisor calls for escalated issues.
- Directly reporting to clients for Top Issue and Emerging issues for Nexus Android phones and other Google Store products.
- Intern Team Manager for 3 months.

Technical Support Rep. (Broadband Specialist-TSR 3), TELETECH | Sta. Rosa, Laguna, Philippines
Feb 2012 – May 2014

- Level 3 TSR.
- Handling Escalation Cases for Internet Issues.
- Creating Appointments for Technicians.
- Troubleshooting Internet Connection.
- Port Changing for Customers Connection.
- Programming cable details.
- Testing Lines for Specifications.
- Assisting the Technician for any information needed while checking the physical connection of the customer.
- Providing resolutions for customer internet connection problems.

Collection/CSR Agent, NCO GROUP/RMH Teleservices Inc. | Taguig City, Manila, Philippines

Aug 2011 – Feb 2012

- Collection Agent.
- Collecting payment from customer's bill.
- Bargaining with customers from the full amount up to how much they can pay.
- Scheduling payment arrangements for the customer if unable to make any payment.

Production Operator, SAMSUNG ELECTRO – MECHANICS PHILS. CORP. | Calamba City, Laguna, Philippines

Jul 2000 – Jan 2011

- Machine Operator for manual and automatic machines.
- Operating cutting machines manual/automatic.
- Doing manual jobs in the process such as packing, foam taping, cutting indexes, chip separation.
- Operates trimming machine, foam taping auto-machines, lamination machines, vacuum machines, etc.
- Perform encoding jobs on the computer.
- Quality Assurance, separation process of defective multi-layer chips from good chips.
- Trained in the process of Cutting Lamination in Pusan Korea for one year.

Education:

Bachelor of Science in Information Technology - Software Development, MAPUA MALAYAN DIGITAL COLLEGE Quezon City, Philippines

PERSONAL COMPUTER OPERATIONS, CALAMBA MANPOWER DEVELOPMENT CENTER | City of Calamba, Philippines

Secondary Education, LUCBAN ACADEMY | Lucban, Quezon, Philippines

Courses:

Fire and Safety Seminar, SEMPHIL Safety Dept.

September 2010 – September 2010

Excel 1.0, Sykes Asia Inc. Training and Development Team

February 2016 – February 2016

Data Analytics 1.0, Sykes Asia Inc. Training and Development Team

February 2016 – February 2016

Coaching 1.0 and Coaching 2.0, Sykes Asia Inc. Training and Development Team

March 2016 – March 2016

Languages

English – Fluent

Korean - Basic

References

Janie Galloway, RISE DDS. - janie@risedds.com • +1 (734) 368-4543

Marcus Layton, Cocoon Leasing - marcus@cocoon.ly • +61467666788

Jonathan Simeonides, AlexanderLeon - j.simeonides@primoseus.com • +6282145906313

Michael Laurente, Sykes Asia - michaeljohn.laurente@gmail.com • +639177842703