



# STEPHANIE LAISON

## GENERAL VIRTUAL ASSISTANT

### CONTACT



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Rodriguez Rizal, Philippines



[Idyllictheblog](#)

### SOFT SKILLS

- Customer Support
- Administrative Support
- Customer Engagement
- Video and Photo Editing
- Web Developing

### TECHNICAL SKILLS

- Canva
- Microsoft Office 365
- G Suite
- Filmora
- Calendly
- Wix
- Mobile-First

### EDUCATION

#### **BS Secondary Education Major in Social Studies**

UNIVERSITY OF RIZAL SYSTEM  
(RODRIGUEZ CAMPUS)

2020 - 2022

### PROFESSIONAL PROFILE

An independent and self-motivated team member who demonstrates strong organizational skills, flexibility, promptitude, good communication skills, and computer competencies.

### WORK EXPERIENCE

#### **SITEL PHILIPPINES**

##### CUSTOMER SERVICE REPRESENTATIVE

OCT 2019 - DEC 2019

- Assist customer with their concern regarding the service, account management and upsell products and services.

#### **TELEPERFORMANCE PHILIPPINES**

##### TECHNICAL SUPPORT REPRESENTATIVE

JAN 2021 - JULY 2021

- Assist customer with their technical and basic billing, and account concern.

#### **QUANTRICS ENTERPRISES**

##### CUSTOMER SERVICE REPRESENTATIVE/TECHNICAL SUPPORT REPRESENTATIVE/ SALES REPRESENTATIVE

MARCH 2022 - JUNE 2022

- Assist customers with their technical and basic billing, and account concerns.
- Uncover customer needs and upsell/sell products and services.

### ACHIEVEMENT AND PORTFOLIO

#### **Top 1 Agent - 2021**

- Top 1 Nesting Agent for ATT TV Wave 4.2 with OWS of 145.32%
- Top 1 Agent with Lowest Repeat Performance for ATT TV Wave 4.2 with 27.42%
- [Portfolio](#)
- Website: [Idyllic](#)