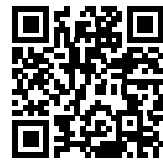


Raquel R.

Customer Support & Accounts Virtual Assistant (Phone and Chat)

Primary: Support · Secondary: Sales · Level: Senior · Experience: 18+ years



Scan here to book a strategy call with one of our Business Development Experts

4/5

COMMUNICATION
ASSESSED BY TOP

SUMMARY

Customer support and accounts professional with about 8 years handling phone and chat support for Australian and U.K. utility accounts, including escalations and disputes. Earlier roles in sales (lead generation, prospecting, cold calling) and mortgage processing. Trains and mentors new hires.

COMMUNICATION

Assessed by the TOP team through a recorded voice screening.

SKILL TRACKS

Admin		2/5 · Entry	Data entry, documentation and mortgage processing (2015-2018); CRM and office tools listed. No dedicated admin role described.
Creative		0/5 · Not evidenced	Not evidenced in experience provided
Tech		0/5 · Not evidenced	Not evidenced in experience provided
Support		4/5 · Strong	Senior Accounts Specialist since Nov 2018: chat and phone support for Australian and U.K. utility companies, escalation and dispute handling, trains and mentors new hires.
Sales		3/5 · Capable	Sales Associate 2008-2015 (lead generation, prospecting, cold calling, closing) and Mortgage Specialist 2015-2018. Last sales role ended 2018; no sales figures stated.

BEST-FIT ROLES

Customer support VA (phone and chat) · Accounts or billing support · Outbound calling and lead follow-up VA

KEY STRENGTHS

- About 8 years of phone and chat support for Australian and U.K. utility accounts, including escalation and dispute handling.
- Trains and mentors new hires, giving feedback and coaching.
- Earlier sales background: lead generation, prospecting, cold calling and closing (2008-2015).
- Lean Six Sigma certification; describes improving workflows and dispute resolution.

TOOLS

- Microsoft Office
- Google Workspace
- CRM systems (platforms not named)

DEVELOPMENT AREAS

- No specific CRM or help-desk platforms named (for example HighLevel or Zendesk).
- No sales figures or KPI results stated.
- Remote or virtual-assistant work is not stated.

PROFESSIONAL SUMMARY

Customer support and accounts professional with experience in Australian and U.K. utility accounts, handling phone and chat inquiries, escalations and disputes. Earlier experience in sales and mortgage processing. Trains and mentors new hires. Holds Lean Six Sigma certification and is a Teacher Licensure Examination board passer.

CORE COMPETENCIES

- Customer service by phone and chat
- Escalation and dispute handling
- Problem-solving and process improvement
- Lead generation, prospecting and cold calling
- Data entry and documentation
- Training and mentoring new hires
- Time management and attention to detail

EXPERIENCE

Senior Accounts Specialist Nov 2018 - Present

TATA Consultancy

- Provides customer support for Australian and U.K. utility companies by chat and phone.
- Handles inquiries, disputes and escalations through to resolution.
- Applies problem-solving to improve operational workflows and dispute resolution.
- Trains and mentors new hires, offering feedback and coaching.

Mortgage Specialist Apr 2015 - Nov 2018

TATA Consultancy

- Mortgage processing, financial analysis and compliance.
- Built client relationships and provided tailored mortgage solutions.

Sales Associate May 2008 - Apr 2015

SPI Global

- Handled inbound and outbound calls, inquiries, complaints, chat support and email.
- Lead generation, prospecting, cold calling and closing deals using CRM systems.
- Trained and mentored new hires with guidance and feedback.

CERTIFICATIONS

- Teacher Licensure Examination - Board Passer (Sept 2022)
- Lean Six Sigma Certification
- Department of Science and Technology Scholar

EDUCATION

Masters in Education, major in Special Education — University of Makati Enrolled (1st year, 2nd semester)

Certification for Teaching — University of Makati June 2018 - 1st Sem 2019

B.S. Psychology — University of Manila (PLM) Graduate