



GARRISON HADJI FAIZAL

ADMINISTRATIVE VIRTUAL
ASSISTANT

CONTACT

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SOCIAL MEDIA

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PROFILE

- ◆ A dedicated, resourceful and dynamic professional with customer service experience and a successful background in the brokerage and Life/Annuities insurance industry (BPO/Call Center) which can be fully utilized for providing a cutting-edge to the business.
- ◆ Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team.

EXPERIENCE

VIRTUAL ASSISTANT

SOUTHWESTERN BENEFIT DESIGNERS | JUL 2017 - JAN 2018 (PROJECT BASED)

- Do cold calling for an open enrollment for healthcare
- Takes inbound calls for inquiries about health insurance
- Set an appointment with Financial Advisors
- Set an appointment with clients
- Update Zoho CRM (Customer Relationship Management)
- Provide Insurance quotes using quotit and other quoting sites

ASSISTANT MANAGER

EXL SERVICE PHIL. INC | APR 2013 - AUG 2017

- Assist CSRs with problems they encountered while on a call
- Takes escalated calls from clients/Financial Advisors
- Address escalated customer questions and concerns.
- Monitor call center agent's calls to ensure that were following the guidelines they learned in training & receiving a score of 100%
- Manage Quality Assurance
- Provide one on one coaching
- Conduct team huddles to discuss updates and opportunities
- Conduct training and refresher courses

EDUCATION

BACHELOR OF SCIENCE IN NURSING

WESTERN MINDANAO STATE UNIVERSITY | 2000 - 2004

SKILLS

- | | |
|---------------------------|---------------------|
| • Sales | • SEO |
| • Customer Service | • Lead Generation |
| • eCommerce | • Internet Research |
| • Social Media Management | • Email Management |
| • Copywriting | • Data Entry |

TRAININGS

FILIPINO VIRTUAL ASSISTANCE
JAN 2018

ECOMMERCE UNIVERSITY
DEC 2017