

JANA MARIE CAPA

VIRTUAL ASSISTANT

I'm a competent virtual assistant who enjoys supporting business owners as they manage their personal lives. I have assisted countless business owners in growing their operations so they could rest easy knowing they selected the best virtual assistant.

EXPERIENCE


Administrative Assistant | Healthcare insurance


On the Books 95 | September 2023 - May 2024


Key Responsibilities:

- Managing leads for dialers
- Calling health insurance companies to check eligibility of members
- Doing outbound calls
- Creating mail list for the members



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EDUCATION

Hotel and Restaurant Services

STI Alaminos

Vocational Course Graduate

S.Y. 2016 - 2018

SKILLS

Social Media Management

Graphic Design

Organizational Skills

Project Management

Customer Service



TOOLS PROFICIENCY

- Google Workspace
- Microsoft Office/ Outlook 365
- Salesforce
- Slack/Discord
- Avaya
- Microsoft Teams
- Ring Central
- Canva
- Docusign/Adobe Acrobat
- Google Sheet
- Google Meet/Webex/Zoom/Skype

REFERENCE

John Paul Payongayong
Athena
Executive virtual Assistant
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Virtual Assistant

Magic | May 2023 - January 2024

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.
- Managing heavy load administrative tasks with accuracy.

Executive Assistant

Yokly | August 2022 - March 2023

- Organizes all social media posts
- Prepare customer spreadsheets and keep online records
- Responding to emails and phone calls
- Book travel and accommodations

Virtual Assistant

Start Virtual | May 2021 - June 2022

- Managing heavy load administrative tasks with accuracy.
- Sort and distribute correspondence as soon as possible
- Ensure information is accurate and valid by creating and updating records
- Plan and schedule meetings and appointments