



NICKY DIAGBEL

GENERAL VIRTUAL
ASSISTANT

CONTACT



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District 6 Pulpogan, Consolacion,
Cebu, PH 6001

EDUCATION

Bachelor of Science in Medical Technology

Southwestern University PHINMA
2019-2020

Accountancy, Business & Management

University of Cebu Lapu-lapu and
Mandaue
2018-2019

Junior High School

Pulpogan Nat'l High School
2015-2016

SKILLS

- Customer Service
- Communication
- Microsoft Office Suites
- Verbal Communication
- Content Creation
- Social Media Management
- Google Workspace
- Facebook Ads
- Copywriting

ABOUT ME

Highly organized individual looking for an opportunity to serve as an effective virtual assistant with the ability to prioritize tasks efficiently while maintaining accuracy in all areas of responsibility.

I am eager to apply to your company for any virtual assistance role and am confident to make a positive impact on its growth and success. I am fully committed to completing every project with excellence and dedication.

EXPERIENCE

Customer Service (Chat support agent)

Klarna Bank AB

June 2023 - September 2023

- **Customer Assistance:** Provide timely and accurate responses to customer inquiries, including but not limited to account-related questions, product information, billing issues, and technical support.
- **Product Knowledge:** Maintain a deep understanding of Klarna's products, services, policies, and procedures to provide comprehensive support to customers.
- **Communication:** Communicate effectively with customers, ensuring clear and concise explanations. Use active listening skills to understand and address customer needs.

Ambassador Search Specialist VA

Onlinejobs.PH (part-time)

May 2023- June 2023

- **Candidate Identification:** Conduct extensive research and market analysis to identify potential candidates who align with our client's brand and target audience.
- **Outreach:** Develop and execute strategic outreach campaigns to approach and engage potential ambassadors. This may involve social media, email, and other communication channels.
- **Negotiation:** Collaborate with potential ambassadors to negotiate terms, including compensation, deliverables, and contractual obligations. Ensure alignment with client goals and budget.

- Leadership
- Meeting deadlines
- Creativity
- Teamwork
- Time-management
- Active Listening
- Problem-solving

■ TRAININGS & CERTIFICATIONS

- Leadership Training Program
- Virtual Assistant 101
- Social Media Management
- Graphic Design with Canva
- WordPress and Marketing
- Copywriting
- Facebook Ads Autopilot

■ TOOLS I USED



Technical Support Representative

Comcast/Xfinity

January 2022 - June 2023

- **Customer Support:** Provide top-notch technical assistance and support to customers via phone, chat, or email. Address inquiries, troubleshoot issues, and resolve problems related to Comcast products and services.
- **Issue Diagnosis:** Utilize your technical knowledge to identify the root causes of customer issues, whether related to internet connectivity, cable TV, phone service, or other Comcast offerings.
- **Problem Resolution:** Guide customers through step-by-step troubleshooting processes to resolve technical issues promptly. Ensure effective follow-up and issue resolution.

Customer Service Representative

Best Buy

May 2020 - January 2021

- **Customer Engagement:** Greet customers warmly, actively listen to their needs, and provide friendly assistance throughout their shopping journey.
- **Inquiries Resolution:** Address customer questions, concerns, and inquiries regarding product availability, pricing, returns, warranties, and more. Find effective solutions and escalate complex issues when necessary.
- **Order Fulfillment:** Facilitate online orders, pickups, and returns, ensuring customers receive their purchases as smoothly as possible.

■ REFERENCES

Vilma C. Gasal

Principal | PNHS

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SME | Wipro LTD.

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