

GARREIN M. RUTA

OPERATIONS VIRTUAL ASSITANT

CRM MANAGEMENT | ADMINISTRATIVE SUPPORT | CUSTOMER SUPPORT
GOHIGHLEVEL CRM

AVAILABLE FOR FULL-TIME REMOTE OPPORTUNITIES

https://garreinruta.my.canva.site/garrein-s-portfolio/

Bogo City, Cebu, Philippines

Results-driven Operations Virtual Assistant with 5+ years of experience in customer support, CRM management, and administrative operations. Skilled in handling customer concerns, managing records, coordinating appointments, and supporting day-to-day business operations with accuracy and professionalism.

WORK EXPERIENCE

CSO/Appointment Setter

EVERYWORKS SINGAPORE
April, 2026 – Present
Work-at-home

- Handle inbound customer enquiries and service-related concerns.
- Manage customer records, bookings, and updates through CRM.
- Coordinate and schedule Plumbing, Air Conditioning, Electrical, Home Cleaning, and Handyman services.
- Prepare quotations, invoices, and payment-related information.
- Coordinate technician schedules, appointments, and service requirements.
- Conduct web research to support business operations.
- Assist with website updates and content management.
- Provide administrative and day-to-day operational support.

Technical Advisor

Concentrix Philippines
September 2022 - May 2025
Work-at-home

- Provided chat and email support for Xbox customers, assisting with gaming and account-related concerns.
- Assisted customers with game issues, subscriptions, cancellations, and refund requests.
- Troubleshot and resolved in-game and technical issues efficiently.
- Documented customer interactions accurately and maintained customer service standards.
- Provided professional support while ensuring accurate and timely resolution of customer concerns.

Live Chat Support

GOV+/EIN LLC (Remote)
August, 2025 – February, 2026
Work-at-home

- Assisted customers with inquiries related to passports, TSA PreCheck, birth certificates, EIN, and tax services.
- Handled cancellation and refund requests and provided appropriate assistance based on customer concerns.
- Supported the Retention Team by assisting customers with concerns and helping address issues that could lead to cancellations.
- Verified customer records and updated database information accurately.
- Maintained workflow documentation and customer records.
- Delivered professional and accurate customer support through live chat.

Customer service Representative

January 2022 – September 2022
Voice and Non-voice

- Assisted US customers with online grocery orders, including account and order-related concerns.
- Handled inquiries regarding orders, deliveries, product availability, and account concerns.
- Provided support through voice and non-voice channels.
- Resolved customer concerns efficiently while maintaining accuracy and professionalism.
- Documented customer interactions and coordinated with team members to resolve issues.

TECHNICAL SKILLS

CRM & Customer Support Tools
GoHighLevel • Zendesk • UJET
Productivity
Google Workspace • Microsoft Office • Verint and Hubstaff
Project Management
Trello • Notion
Communication
Slack • Teams • Zoom • Gmail • Outlook

EDUCATION

University of Cebu Lapu - Lapu and Mandaue

Bachelor of Science in information Technologies.

LANGUAGES

English – Professional Working Proficiency
Filipino – Native
Cebuano – Native

CORE COMPETENCIES

Administrative Support
Customer Support
CRM Management
Data Entry
Documentation
Workflow Management
Email Support
Live Chat Support
Calendar Management
Appointment Scheduling
Online Research