KRISTINE VER

Virtual Assistant | Administrative Support | Customer Service Specialist

Dubai, UAE

PROFILE

Results-driven Virtual Assistant, Administrative Support, and Customer Service Professional with over 15 years of experience in customer service, quality assurance, administrative support, and remote operations. Skilled in email and calendar management, data entry, client onboarding, customer communications, call monitoring, CRM systems, and process improvement. Proficient in Microsoft Excel, Google Workspace, and cloud-based tools. Recognized for strong attention to detail, organization, reliability, and the ability to manage multiple tasks in fast-paced environments.

WORK EXPERIENCE

Virtual Assistant / Administrative Assistant

Outgive | *Dec 2020 – Present*

- Managed client onboarding and maintained accurate account records and trackers.
- Responded to agent inquiries and provided administrative support.
- Updated operational applications and tools while ensuring data accuracy.
- Set up and maintained client Seller Central accounts.
- Coordinated tasks and supported daily operations.

Customer Support Representative (Event Support)

Dubday Events | *Oct 2024 – Nov 2025*

- Responded to customer chat inquiries regarding event details, bookings, and services.
- Conducted follow-up calls to confirm reservations and attendance.
- Assisted customers with event-related concerns and provided timely updates.
- Maintained accurate booking records and customer information.

Quality Assurance Specialist

SMC National Remote | *Dec 2020 – Jan 2026*

- Monitored and evaluated customer interactions to ensure compliance with quality standards.
- Reviewed recorded calls and verified accurate documentation.
- Maintained quality reports and performance metrics.

Quality Assurance Representative

Sykes Asia Philippines | *Aug 2016 – Aug 2020*

- Monitored banker interactions for compliance with company policies and procedures.
- Evaluated call quality and documented customer verbatim.
- Developed coaching recommendations and performance improvement plans.

Customer Care Specialist / Quality Analyst

Concentrix (formerly IBM Global Services) Philippines | *Dec 2006 – Mar 2015*

- Handled inbound and outbound customer service inquiries.
- Conducted call monitoring, quality evaluations, and coaching sessions.
- Ensured adherence to company standards and customer service protocols.
- Assisted in achieving sales referrals through cross-selling initiatives.
- Participated in calibration sessions and process improvement activities.

KEY SKILLS

Virtual Assistance | Administrative Support | Customer Service | Data Entry | Email Management | Calendar Management | Chat Support | Appointment Scheduling | Customer Follow-up | CRM Management | Microsoft Excel | Google Workspace | Quality Assurance | Call Monitoring | Process Improvement | Client Onboarding | Documentation | Task Management | Communication Skills | Time Management

EDUCATION & QUALIFICATIONS

Bachelor of Science in Nursing (BSN)

LANGUAGES

English — Professional working proficiency

ADDITIONAL INFORMATION

Based in Dubai, United Arab Emirates. Open to international employment opportunities and relocation.