NIEL BUALAT

Virtual Assistant · Legal & Administrative Support

Lapu-Lapu City, Philippines

PROFESSIONAL SUMMARY

Virtual Assistant with a background spanning legal intake, client reservations, quality assurance, and customer support. Work has included supporting Peach State Wills & Trusts | The Beck Law Firm, LLC — managing email correspondence and drafting documents related to Durable Power of Attorney (DPOA) and Advance Health Care Directives (AHD). Comfortable moving between CRM systems, booking software, and legal case-management tools, with consistent attention to detail across every role.

EXPERIENCE

Virtual Assistant — Legal Administrative Support — 2026

Peach State Wills & Trusts | The Beck Law Firm, LLC

- Manage day-to-day email correspondence for a Wills & Trusts practice, prioritizing and routing client communications.
- Draft legal documents including Durable Power of Attorney (DPOA) and Advance Health Care Directive (AHD) paperwork.
- Work within Clio to organize client matters, track case status, and maintain accurate documentation.

Reservation Specialist — 2025

Chicago Original Limousine — Chicago, USA

- Managed client reservations and scheduling for limousine services, coordinating with drivers for timely pick-up and drop-off.
- Assisted clients in selecting appropriate vehicle options for events and processed payments in person and by phone.
- Maintained accurate reservation records through booking software and kept customer information up to date.

Quality & Training Specialist — 2024 – 2025

XtendOps PH

- Handled QA evaluations, agent coaching, and training sessions to improve performance and ensure service consistency.

Intake Specialist & Quality Analyst — 2022 – 2023

Morgan & Morgan

- Conducted comprehensive client intake and case evaluations to assess claim viability.
- Managed sensitive legal documentation with accuracy while maintaining strict confidentiality.
- Monitored customer interactions for quality standards, delivering performance feedback to teams.
- Identified trends and created reports to track performance metrics and inform management decisions.

Customer Service Specialist — 2017 – 2022

Dynata Global · Teleperformance · TTEC · Conduent

- Provided support to clients through phone, email, and chat, resolving issues promptly and effectively.
- Handled a high volume of inquiries while consistently exceeding satisfaction and resolution targets.
- Built strong customer relationships through personalized solutions and empathetic communication.

SKILLS & TOOLS

Legal & Administrative: Client intake & evaluation, legal documentation, DPOA & AHD drafting, confidentiality & data accuracy, email management

Client & Case Management: Reservation management, client coordination & advocacy, booking software, task prioritization

Software & Platforms: Clio, Salesforce, Monday.com, Zapier, LimoAnywhere, Microsoft Office Suite, Microsoft Teams, Slack, Discord, RingCentral, Canva, ChatGPT, Claude AI

Quality & Communication: Active listening, attention to detail, staff training & coaching, process improvement, data analysis & reporting

EDUCATION

Bachelor of Science, Aircraft Maintenance Technology

Flights Dynamic School of Aeronautics — Basak, Lapu-Lapu City, Cebu | Completed 2018