

RHONDA ESMERIA

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- Lapu - Lapu City, Cebu

PROFESSIONAL SUMMARY

Detail-oriented and dependable Virtual Assistant with experience in customer service, appointment setting, healthcare patient assistance, administrative support, and retail operations. Experienced in communicating with clients, handling inquiries, coordinating appointments, maintaining records, and providing professional customer support.
With extensive experience working with customers and managing day-to-day business operations, I am adaptable, organized, and comfortable learning new systems and software. Seeking a remote Virtual Assistant position where I can provide reliable administrative, customer service, and operational support.

CORE SKILLS

- Appointment Setting
- Calendar Management
- Email Management
- Customer Service
- Client Communication
- Healthcare Patient Assistance
- Data Entry
- Internet Research
- Inventory & Supplier Coordination
- Scheduling & Coordination
- Phone & Chat Support
- Problem Solving
- Time Management
- Google Workspace
- Microsoft Office
- Canva
- CapCut
- ChatGPT
- Basic Social Media Support

WORK EXPERIENCE

HEALTHCARE VIRTUAL ASSISTANT / APPOINTMENT SETTER

U.S. Healthcare Account
Philippines | Remote

- Assisted patients with appointment scheduling and coordination.
- Communicated with patients regarding appointments and healthcare-related inquiries.
- Provided patient assistance and customer support for COVID-19 testing services.
- Collected and verified information accurately.
- Maintained organized patient and appointment records.
- Handled communication professionally while protecting sensitive patient information.
- Followed established procedures and instructions when assisting patients.
- Provided timely and courteous support to patients and customers.

RETAIL / STORE MANAGER

Supermarket & Department Store Industry
Philippines & Singapore | 13+ Years

- Managed daily store operations and provided customer service.
- Supervised staff and coordinated daily work assignments.
- Handled customer concerns and resolved issues professionally.
- Assisted with inventory monitoring, ordering, receiving, and documentation.
- Coordinated with suppliers and internal departments.
- Prepared and maintained operational records and reports.
- Monitored sales, inventory, and store activities.
- Trained and guided employees on company procedures and customer service.
- Managed multiple tasks in a fast-paced work environment.
- Developed strong organizational, communication, and problem-solving skills.

EDUCATION

Bachelor of Science in Computer Science
University of Negros Occidental – Recoletos
Bacolod City, Philippines

BYU-Pathway Worldwide
Online Studies

TECHNICAL SKILLS

Google Workspace

- Google Docs
- Google Sheets
- Google Drive

Microsoft Office

- Microsoft Word
- Microsoft Excel

Creative & Online Tools

- Canva
- CapCut
- Basic Social Media Content Creation

Communication

- Email
- Chat
- Phone/Voice Communication
- Customer Support Platforms