Sharon V. Mercolita

VIRTUAL ASSISTANT

Caloocan City, Philippines

Professional Summary

Highly organized Virtual Assistant & Customer Service Professional with 10+ years of remote experience supporting U.S. clients. Expertise in administrative coordination, schedule management and professional communication by phone, email and chat. Tech-savvy operator experienced in ServiceTitan, Google Workspace, MS Office, Asana and CRM platforms. Self-motivated problem solver with a keen eye for detail and dedication to providing smooth operational support and superior customer service.

Skills & Core Competencies

- Executive & Administrative Support
- Calendar & Email Management
- Appointment Scheduling & Coordination
- Customer Service & Client Communication
- CRM & Database Management
- Microsoft Office & Google Workspace
- Asana | Trello |ServiceTitan
- Zoom |Google Meet | MS Office

Professional Experience

Appointment Setter/ CSR (Remote) **August 2024 – September 2025**
InterMountain Home Services (USA)

- Managed inbound customer inquiries and scheduled HVAC, plumbing, and electrical service appointments using ServiceTitan CRM.
- Achieved approximately 90% appointment booking success rate while maintaining accurate customer records and service details.
- Handled 100–120 customer interactions weekly, providing professional support, troubleshooting assistance, and appointment coordination.
- Collaborated with technicians and internal teams to optimize schedules and deliver timely customer solutions.

51Talk (Remote) **October 2015 – October 2026**
Online ESL Instructor

- Delivered engaging one-on-one online English lessons to international students while managing virtual classrooms and daily teaching schedules.
- Successfully completed 33,875 online lessons, averaging approximately 400 lessons per month, demonstrating exceptional productivity, reliability, and time management.
- Maintained consistent communication with students and parents while providing high-quality instruction in a fully remote environment.

OSI/ BYU-Pathway Worldwide (Remote) **September 2021 – April 2023**
Online ESL Instructor

- Maintained a 95% student pass rate by providing individualized instruction, timely feedback, and continuous learning support.
- Managed class schedules, attendance records, and student communications with 100% accuracy in a fully remote environment.
- Maintained consistent communication with students and parents while providing high-quality instruction in a fully remote environment.

Education

Bachelor of Science in Applied Business Management
Brigham Young University–Idaho
Rexburg, Idaho, USA
Graduated: April 2026

Bachelor of Science in Industrial Engineering
National University
Sampaloc, Manila, Philippines
Graduate: April 1998

Certification

Social Media Marketing
Brigham Young University–Idaho
Rexburg, Idaho, USA
Completed: April 2022

Human Resource Management
Brigham Young University–Idaho
Rexburg, Idaho, USA
Completed: December 2025