

Trinity Joy Tumabcao | Virtual Assistant

Customer Experience, Admin, Sales Coordination & Operations

Building better customer journeys through smarter sales & operations.

Philippines

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PROFESSIONAL SUMMARY

Resourceful and detail-oriented Customer Support and Operations Specialist with over 5 years of experience providing administrative support, enhancing customer experiences, and coordinating sales and operational workflows across diverse industries including healthcare, SaaS, hospitality, and financial services. Adept at managing client communications across multiple channels (chat, email, phone), maintaining accurate CRM and reporting systems, processing orders, scheduling appointments, and supporting both front-end service and back-office administration. Proven ability to resolve customer issues efficiently, streamline logistics, and support cross-functional teams in meeting performance goals and service-level agreements. Experienced in coordinating promotional campaigns, tracking sales performance, and assisting with payment verification, refunds, and documentation — contributing to improved customer satisfaction, on-time delivery, and consistent operational outcomes. Known for excellent organizational skills, proactive problem-solving, and a service-first mindset that drives both client loyalty and internal efficiency.

KEY COMPETENCIES

- Administrative support & executive support
- Online file management (OneDrive, Dropbox)
- Meeting coordination and minute taking
- Calendar & schedule management
- Email and inbox management
- Document preparation and report generation
- Payment tracking & reconciliation
- Appointment setting & Lead follow-up
- Data entry, verification & validation
- File organization & archiving
- Task prioritization and workflow coordination
- Invoice processing and payment follow up
- Multi-channel client communication
- Live chat and email support
- Complaint resolution and retention strategies
- Customer profiling and customer onboarding
- Personalized customer interaction
- Response time improvement
- Client satisfaction tracking
- Product/service troubleshooting
- Loyalty program support
- Order processing and Order fulfillment
- Promotion and upselling support
- Sales pipeline tracking
- CRM sales tracking
- Sales report preparation
- Interdepartmental coordination
- After-sales support
- Upsell/cross-selling
- Inventory monitoring
- Standard Operating Procedure (SOP)
- Service-level agreement (SLA) compliance
- Workflow optimization and documentation
- E-commerce & marketplace operations
- Mortgage Loan Processor/Underwriter
- Travel booking & logistics coordination
- Healthcare Admin support
- Recruitment funnel optimization
- Customer service (email, phone, live chat)
- Conflict resolution & complaint management
- Product/service knowledge support
- Excellent written & verbal communication skills

TOOLS/PROGRAMS

E-commerce & Project Management: Salesforce, Shopify, Amazon, Zapier, Notion, Asana, Clockify, Hubstaff
Content Creation & Social Media: Canva, CapCut, Kittl
Customer Support & CRM Tools: Freshdesk, Intercom, Freshworks, Genesis, Apollo.io
Communication and Collaboration: Calendly, Microsoft Teams, Zoom, Google Meet, Skype, Cisco (Webex), Viber, WhatsApp, Discord, Circle, Telecom, Kixie, Zoiper
Admin Support & Productivity: Google Workspace (Gmail, Docs, Sheets, Forms, Drive), Microsoft Office (Word, Excel, PowerPoint, Outlook), Dropbox, OneDrive, Mailchimp, Typeform

WORK EXPERIENCE

Customer Support Manager – Vitract Inc.
Remote – US | January 2025 - May 2026

- Provide expert-level support for clients inquiring about gut microbiome services, ensuring accurate and empathetic responses to health-related queries
- Lead end-to-end order operations, including processing, tracking, and resolution, reducing delivery issues by 20% through proactive coordination with internal departments
- Streamlined service delivery by maintaining clean CRM records for response time structured follow-up processes
- Recognized for improving customer satisfaction with personalized communication and operational consistency

Customer Support & Order Operations Assistant – Sage AI Labs
Remote – US | May 2025

- Supervised daily branch operations, including order processing, dine-in and takeout coordination, inventory monitoring, and staff scheduling to ensure smooth and efficient service flow
- Managed a team of front-of-house and kitchen staff, supporting performance, shift coverage, and customer service delivery, which contributed to a 15% boost in customer satisfaction scores over 6 months
- Managed customer inquiries, complaints, and special requests in person, over the phone, and via online platforms, maintaining a response and resolution rate of 90%+ within 1 hour
- Coordinated food deliveries and pick-up logistics during peak hours, improving on-time delivery rates by 20% through better staff alignment and workflow adjustments
- Assisted with marketing efforts, such as managing local promos, customer loyalty programs, and upselling campaigns, resulting in a 10–12% increase in average order value
- Conducted regular quality checks on food presentation, hygiene practices, and customer service, helping the branch maintain a high health inspection rating and strong online reviews

Customer Support & Order Operations Assistant – When Hounds Fly
Remote – Canada | February 2025

- Managed student and client onboarding, class scheduling, and payment tracking across multiple platforms
- Ensured timely and clear communication with clients, reducing missed appointments by 25%
- Developed and maintained accurate records for operational reporting and client progress monitoring

Branch Coordinator – Shakey's Pizza Asia Ventures Inc.
Remote – Manila, Philippines | October 2024

- Responded to customer emails and inquiries, resolved complaints via chat, phone, and email with professionalism
- Verified payment details and coordinated refunds with finance and operations, reducing response time by 30%
- Tracked and validated delivery orders, ensuring accuracy and timely delivery following SLAs
- Provided frontline support for product-related issues, enhancing guest satisfaction during high-volume periods

Chat Support Representative – EIN Plus LLC
Remote – US | February 2024 – September 2024

- Supported customers via live chat and email regarding passport applications, refund inquiries, status updates
- Resolved complex issues including payment discrepancies and lost shipments using USPS tracking systems
- Demonstrated attention to detail in document verification and order tracking, reducing customer recontacts

Travel Coordinator Specialist – LB Transient House
Onsite – Baguio City, Philippines | February 2022 – May 2023

- Assisted clients with budget planning, Airbnb reservations, and local travel arrangements
- Maintained travel and booking records, ensuring seamless guest experiences and operational readiness
- Provided timely administrative support to property managers and guests, resulting in 4.8/5 average guest rating

Client Service Specialist – J. J. Keller & Associates
Onsite – Baguio City, Philippines | May 2022 – December 2022

- Supported U.S.-based clients with HVUT tax form filing through the IRS, ensuring form accuracy and compliance with strict federal deadlines
- Managed inbound phone and live chat inquiries, confirming appointment schedules and responding to client needs in a timely, organized manner
- Conducted system verification and large-scale data tracking, maintain client record integrity multiple databases
- Assisted in coordinating daily task assignments and confirmed availability for service appointments, improving scheduling efficiency and reducing missed sessions

Mortgage Loan Processor & Underwriter (Financial Credits) – ThoughtFocus Technologies LLC
Onsite – Baguio City, Philippines | September 2020 – May 2022

- Reviewed and verified mortgage loan applications, ensuring accuracy and financial documentation accuracy
- Assessed borrower eligibility by analyzing credit history, income data, and risk factors, supporting underwriters in loan decision-making
- Ensured compliance with federal mortgage guidelines and internal policies, contributing to faster loan approvals and reduced rework by 30%
- Communicated with borrowers and third parties requesting missing documents clarify application requirements

Sales Representative – Warren Manufacturing Corp
Onsite – Pangasinan, Philippines | March 2017 – August 2018

- Promoted and sold company products to new and existing customers, identifying client needs and recommending appropriate solutions
- Built and maintained relationships with prospects, contributing to a consistent increase in monthly sales by 10–15% through personalized outreach
- Assisted in product demonstrations, pricing discussions, and closing deals, while also gathering market feedback to inform the sales strategy

EDUCATION

Bachelor of Science in Elementary Education – Urdaneta City University