VALERIE JANE YAP

Virtual Assistant | Customer Support | Administrative Specialist

Location: Tarlac, Philippines (Open to Remote / WFH)

PROFESSIONAL SUMMARY

Detail-oriented professional and current department Officer-in-Charge with 4+ years of experience in customer service, client communications, and administrative coordination across the automotive and insurance industries. Skilled in CRM and database management, scheduling, documentation, and multi-channel support (phone, email, chat). Adapts quickly to new tools and processes, communicates clearly, and works reliably with minimal supervision in independent or remote settings.

CORE SKILLS

- Customer Support & Client Communication (Phone, Email, Chat)
- CRM & Database Management
- Administrative & Scheduling Support
- Data Entry, Documentation & Records Management
- Problem-Solving & Escalation Handling
- Microsoft Office & Google Workspace
- Remote Collaboration Tools (Email, Chat & Video Platforms)
- Time Management & Self-Directed Remote Work

WORK EXPERIENCE

Officer-in-Charge (OIC) | Customer Care Officer / Renewal Coordinator
Hyundai Pampanga Inc. – Tarlac Branch | November 2022 – Present

- Currently serving as Officer-in-Charge (OIC) of the department, overseeing day-to-day operations and supporting team members
- Coordinated client renewals and processed time-sensitive documentation accurately
- Maintained and updated CRM database with accurate customer and account records
- Managed client communications across phone, email, and chat, resolving inquiries and concerns
- Supported cross-functional teams through client follow-ups and administrative tasks
- Handled escalations professionally and routed concerns to the appropriate departments
- Recognized as Most Improved Service Partner (2024) for consistent performance gains

Scheduling & Client Coordination Staff
Toyota Tarlac City | January 2021 – July 2021

- Scheduled appointments and sent client reminders via SMS and email
- Updated booking systems and monitored schedules for accuracy
- Coordinated with internal teams to meet client needs and service timelines
- Maintained clear, professional communication between clients and staff

EDUCATION

Bachelor of Science in Tourism Management
Philippine Women's University – CDCEC Tarlac | 2016 – 2020

- Graduated Valedictorian, Academic Excellence Award

ACHIEVEMENTS & CERTIFICATIONS

- Most Improved Service Partner (2024) – Hyundai Pampanga
- Customer Relations Management Training (2023)
- ApEx Training Program (2018)
- Best in Tourism Promotion (2020)

TOOLS & SYSTEMS

Microsoft Office • CRM Systems • Google Workspace • Email & Chat Platforms • Basic Photo & Video Editing