

ELANE GONZALES

GENERAL VIRTUAL ASSISTANT | CUSTOMER SERVICE SPECIALIST



Professional History

SENIOR LEARNING ADVISOR

ERUDITUS EXECUTIVE EDUCATION FZ LLC - DUBAI, U.A.E
Feb 2014 - Mar 2020

- Planned and implemented lead nurturing activities focused primarily on converting leads through a consultative sales approach.
- Was accountable for driving enrolment for the Comprehensive Leadership Program offerings. Phone, email interaction, and one-to-one consultation with prospective participants from MENA region to understand their professional development plans, learning needs and career aspirations, and ultimately recommend the best program suitable based on their needs.
- Worked closely with the Management and Operations team to ensure coordination of operational procedures and policies. Daily tasks include administrative support, assisting and counseling of participants, admissions process, payment tracking, maintaining accurate records and updating CRM (Salesforce), analyzing data and preparing a variety of reports.

ENROLMENT ADVISOR

HULT INTERNATIONAL BUSINESS SCHOOL - DUBAI, U.A.E
Nov 2011 - Jan 2014

- Screened prospective students to basic compliance with qualifications, meeting minimum requirements for Executive MBA program and other programs offered. Responsibilities include calling prospective students, managing emails, generates recruitment related reports, updating and maintaining accurate information and logging notes in the CRM, and supports in diverse marketing and sales activities.

OFFICE MANAGER CUM ACCOUNTANT

APEX INT'L ENGINEERING CONSULTANTS - DUBAI, U.A.E
May 2011 - Nov 2011

- Maintained the smooth running of the office, performing a variety of administrative and clerical duties, financial, and managerial tasks. Handled office schedules, coordinated meetings and visits, organized files, answered phone calls, managed emails, prepared accounting related reports, and performed other duties as assigned.

CUSTOMER SERVICE REPRESENTATIVE

SUTHERLAND GLOBAL SERVICES - CLARK (CFEZ), PHILS.
May 2007 - Mar 2011

- Acted as liaison between customers and Symantec Enterprise. Responsibilities include answering inbound calls and providing First Call Resolution to customers. Assisted with complaints, orders, errors, account-related questions, billing, cancellations, retention and other product-related support. Documented all calls in the CRM with high level of detail.

Personal Profile

Self-motivated and adaptable to new concepts and responsibilities. I have 13 years of professional experience in sales, recruitment, customer service, administration, and office management in a multi-cultural, fast-paced, and highly competitive environment.

Education

DIPLOMA IN BUSINESS OFFICE TECHNOLOGY
2005-2007
Mary Our Help Technical Institute for Women
Philippines

Training

FREELANCING COURSE
July - August 2020
Filipino Virtual Assistance (FVA) Academy
Philippines

Areas of Expertise

- Sales and Customer Service
- Administrative Support
- Social Media Management and Marketing
- Search Engine Optimization
- Basic Website Creation, Management, and Optimization

Skills & Competencies

- Excellent communication skills
- Time management
- Problem solving
- Critical thinking
- Flexibility
- Teamwork
- Attention to detail
- Adaptability
- Value



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