

JOSEPHINE VILLANUEVA GARCIA

VIRTUAL ASSISTANT • CUSTOMER SERVICE •
DISPUTE RESOLUTION

Olongapo City, Philippines | +63 976 473 4850 / +63 977 027
5162
pphhiinne011893@gmail.com



PROFESSIONAL SUMMARY

Virtual Assistant and customer service professional with more than 9 years of experience across BPO, client support, dispute handling, order fulfillment, and front-line operations. Experienced in administrative support, email and phone communication, customer record management, complaint resolution, dispute validation, and customer follow-up. Brings organized support, clear communication, and careful attention to records and transactions.

CORE SKILLS

- Virtual Assistance & Administrative Support
- Customer Service & Complaint Resolution
- Spreadsheet & Online Record Maintenance
- Order Fulfillment & Work Order Processing
- Email & Phone Support
- Dispute Review & Fraud Monitoring
- Customer Account & Document Processing
- Cashier & Front-Line Transaction Handling

PROFESSIONAL EXPERIENCE

Virtual Assistant | AFDRA Outsourcing Solution Inc.

Jul 2024 – Aug 2026 | Olongapo City, Philippines

- Provide administrative support to the team and assist with day-to-day coordination.
- Respond to emails and phone calls in a timely and professional manner.
- Prepare customer spreadsheets and maintain accurate online records.

Contact Client Specialist | eHuman Resources Services

Jun 2022 - Jul 2024 | Olongapo City, Philippines

- Handled customer complaints and provided appropriate solutions or alternatives within required timeframes.
- Maintained customer interaction records, processed accounts, and organized supporting documents.
- Followed communication procedures and policies and completed follow-up to help ensure resolution.

Dispute Agent | Marrova LLC

Aug 2022 - Aug 2023 | Olongapo City, Philippines

- Validated data from internal and third-party systems and supported the appropriate course of action for disputes.
- Prepared accurate dispute responses and monitored disputed transactions for possible fraudulent activity.
- Resolved customer product and service concerns while maintaining clear records.

Order Fulfilment Agent | DynamicxGloval

Dec 2021 - Aug 2022 | Olongapo City, Philippines

- Supported stock delivery handling, work order processing, order packaging, and distribution preparation.
- Helped ensure items were retrieved, organized, and shipped in a timely manner.

PROFESSIONAL EXPERIENCE - CONTINUED

Customer Service Agent | [Skydev.Solutions Inc](#)

Nov 2019 - Apr 2022 | Olongapo City, Philippines

- Provided customer service support and assisted customers with service-related concerns.

Call Center Agent | [RAS Contact Solutions](#)

Feb 2017 - Apr 2019 | Olongapo City, Philippines

- Provided customer service support in a call center environment.

EDUCATION

BS Computer Science

AMA College | Jun 2009 – Mar 2013

College Graduate

ADDITIONAL INFORMATION

Languages: English, Tagalog

Work Setting: BPO / IT-Enabled Services / Customer Support

General Skills: Computer Literate, Flexible

References: Available upon request