

Rheana Mae Magallanes

Admin Assistant | Customer Service | Office Support



Highly organized and discreet Executive Assistant with 18 years of experience supporting operations in quality analysis, training, and customer service. Adept at managing calendars, preparing reports, maintaining confidential records, and supporting executives in high-pressure environments. Proven ability to communicate professionally, prioritize effectively, and handle sensitive information with integrity qualities essential in a legal setting.

CONTACT

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📍 Talisay City, Province of Cebu

EDUCATION

Bachelor of Science In Psychology **2003-2007**
Western Mindanao States University

SKILLS

- Virtual Executive Support
- CRM and Calendar Management
- Client Communication
- Documentation & Reporting
- Social Media Moderation
- Quality Monitoring
- Training & Onboarding Support
- Appointment Scheduling
- Email and Chat Support
- Google Workspace & MS Office
- Process Improvement
- Team Collaboration

CORE COMPETENCIES

- Executive Calendar & Inbox Management
- Confidential Document Handling
- Meeting & Appointment Coordination
- Client Communications & Follow-ups
- Report Generation & Data Entry
- Workflow & Task Management
- Time Zone & Schedule Adaptability
- MS Office | Google Workspace | Zoom | Slack | Trello | CRMs

EXPERIENCE

Quality Analyst | Qualfon Philippines Inc. December 2021- Present

Audited and evaluated agent interactions to improve service quality.
Generated daily and weekly performance reports.
Collaborated with supervisors to implement coaching and improvement plans.
Maintained internal documentation and process updates.

Sales Chat | Qualfon Philippines Inc. January 2019-December 2021

Communicate with customers through live chat, answer inquiries about products and services.
Tracking sales leads, coordinating quotes, providing customer service, and managing customer accounts.

Social Media Moderator | Qualfon Philippines Inc. March 2008-December 2019

Responded to customer queries and moderated content on brand social platforms.
Maintained tone and voice consistency across messaging.- Worked closely with marketing and support teams to resolve concerns.

Customer Service Inbound/Outbound | Qualfon Philippines Inc. July 2007- February 2008

Handled customer inquiries via phone, email, and chat with empathy and clarity. Consistently exceeded KPI targets (AHT, CSAT, QA Scores).- Supported internal process updates and knowledge sharing.

REFERENCES

Omar Llever Quality Supervisor

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