

# Janice Burce

## Newbie VA | Customer Support | Technical Support | Quality Assurance Professional

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### About Me

Hello! I am a dedicated and hardworking professional with more than 5 years of experience in the BPO industry specializing in customer service and technical support, combined with 11 years of solid experience as a Quality Inspector and Quality Assurance Inspector in the electronics industry.

While I am new to the Virtual Assistant industry, my professional background has helped me develop strong communication skills, problem-solving abilities, attention to detail, time management, and the ability to work under pressure — all of which are highly valuable in a VA role.

I am highly adaptable, fast to learn new tools and processes, and committed to providing excellent support to clients and customers. I am currently looking for an opportunity where I can grow as a Virtual Assistant while helping businesses become more organized, efficient, and productive.

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### Why Hire Me?

- ✓ Strong customer service and communication skills
- ✓ More than 5 years experience handling customer and technical concerns
- ✓ 11 years of quality assurance and quality inspection experience
- ✓ Detail-oriented and highly organized
- ✓ Fast learner and adaptable to new systems and tools
- ✓ Able to multitask and work independently
- ✓ Professional, reliable, and committed to delivering quality work

- ✓ Experienced in handling irate customers with empathy and professionalism
  - ✓ Strong problem-solving and troubleshooting skills
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## **Professional Experience**

### **Customer Service & Technical Support Representative**

**BPO Industry | 5+ Years Experience**

#### **Key Responsibilities:**

- Assisted customers through phone, chat, and email support
- Resolved technical and account-related concerns efficiently
- Provided excellent customer service while maintaining professionalism
- Handled billing, warranty, troubleshooting, and service concerns
- Managed customer expectations and de-escalated difficult situations
- Maintained accurate documentation and customer records
- Worked with team members and support tools to ensure customer satisfaction

#### **Skills Developed:**

- Customer Service Excellence
  - Technical Troubleshooting
  - Communication Skills
  - Active Listening
  - Multitasking
  - Problem Solving
  - Time Management
  - CRM and Ticketing Systems
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### **Quality Inspector / Quality Assurance Inspector**

**Electronics Industry | 11 Years Experience**

#### **Key Responsibilities:**

- Conducted product inspections and quality assurance checks

- Ensured compliance with company and industry standards
- Identified defects and recommended corrective actions
- Maintained accurate inspection reports and documentation
- Collaborated with production teams to improve product quality
- Supported process improvements and quality control procedures
- Ensured attention to detail and accuracy in all inspections

### **Skills Developed:**

- Attention to Detail
  - Quality Assurance
  - Documentation and Reporting
  - Process Improvement
  - Analytical Thinking
  - Organization Skills
  - Accuracy and Consistency
  - Team Collaboration
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## **Virtual Assistant Skills**

Although I am a newbie in the VA industry, I already possess transferable skills that are highly relevant for the role:

- Email Management
  - Calendar and Schedule Management
  - Customer Support
  - Chat and Email Support
  - Data Entry
  - Administrative Support
  - Technical Support
  - Documentation and Reporting
  - Time Management
  - Multitasking
  - Internet Research
  - Quality Checking
  - CRM Navigation
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## **Tools & Platforms Familiarity**

- Google Workspace (Docs, Sheets, Gmail, Calendar)
  - Microsoft Office (Word, Excel, PowerPoint)
  - Slack
  - Zoom
  - Salesforce
  - CRM Tools
  - Ticketing Systems
  - Basic Canva
  - Email and Chat Platforms
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## **My Strengths**

### **Strong Communication**

I have years of experience communicating with different types of customers professionally and effectively.

### **Adaptability**

I am open to learning new systems, tools, and processes quickly.

### **Attention to Detail**

My quality assurance background trained me to be highly detail-oriented and accurate.

### **Reliability**

I take my responsibilities seriously and always aim to provide quality results.

### **Problem Solving**

I enjoy finding solutions and helping customers and teams resolve concerns efficiently.

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## **Career Goal**

My goal is to build a long-term career as a Virtual Assistant where I can continuously grow, contribute value to clients, and use my professional experience to help businesses operate smoothly and efficiently.

