



Jan Arvie Villar

Executive Assistant | Client Support
& Dispatch Coordinator

Experience

2022-2026

RACK ELECTRIC

Customer support & Tech Dispatcher

Assisted customers with generator, electrical, and HVAC service inquiries via phone, chat, and email, while scheduling and coordinating technician visits and service appointments to ensure timely and efficient service.

2020-2023

Executive Assistant

EA & Social Media Manager

Managed a business Facebook page to grow and engage the target audience, coordinated calendar schedules, arranged travel including flight and hotel bookings, and handled various administrative tasks to support daily functions.

2015-2021

MANULIFE

Insurance Sales Associate

I sell insurance to individuals and businesses, guiding clients in selecting policies that suit their needs, explaining coverage options, and providing support on premiums, claims, and benefits. I maintain strong post-sale client relationships to ensure satisfaction, and I also manage a team of insurance agents, providing sales and product training to support their productivity and success.

Other Work Experience

Appointment Setting
Data Entry
Social Media Manager - FB Page
BPO - Tech & CSR / SME / Team
Lead

Skills

- Executive & Administrative Support
- Calendar Management & Meeting Coordination
- Administrative & Technical Support
- Team Coordination & Task Management
- AI-Assisted Workflow Optimization
- Professional Communication (Phone, Chat, and Email)
- Organization & Time Management
- Problem Solving & Proactive Support
- Data Entry & Data Organization
- CRM Management
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Customer Service & Client Support
- Basic Graphic Design (Canva)

Contact

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Professional Summary

Dedicated professional with a background in administrative support and customer service, known for strong organization and communication skills. Seeking to grow as a Virtual Executive Assistant by enhancing productivity and supporting executives in achieving goals.