



JOSEL V LIM

VIRTUAL ASSISTANT
INSURANCE RATER
CUSTOMER SERVICE SUPPORT

CONTACT

✉ Josellim27@gmail.com
☎ +63 946 330 7301
📍 Malita Davao Occidental, 8012

EDUCATION

Southern Philippines Agri-Business and Marine
and Aquatic School of Technology
Bachelor of Science and Marine Biology
2008- 2012

Secondary
Mariano Peralta National High School
2007 - 2008

SKILLS

- Home & Auto Insurance Quoting
- Insurance Documentation & Policy Support
- Administrative & Virtual Assistance
- Customer Service (Billing, Sales & Support)
- Email & Calendar Management
- CRM Management & Data Entry
- Scheduling & Appointment Setting
- Client Communication & Coordination
- Complaint Resolution
- Social Media Support

PROFILE

Reliable and detail-oriented Virtual Assistant with over 5 years of remote VA experience and 7 years in customer service, including hands-on support for home and auto insurance quoting. Experienced in administrative support, client coordination, email management, scheduling, and customer communications

EXPERIENCE

Insurance Underwriter

Virtual Intelligence

February 2023- January 2026

- Generated and updated home and auto insurance quotes accurately and on time
- Assisted with insurance documentation, policy updates, and client follow-ups

Virtual Assistant / Social Media Manager

Maid in Pink cleaning Company

August 2023 - December 2023

- Provided administrative support including scheduling, email management, and client coordination
- Assisted with social media posting and customer inquiries
- Supported daily operations to improve workflow efficiency

Appointment Setter

The Movement

January 2022-February 2023

- Contacted restaurant and coffee shop owners to set qualified appointments
- Maintained accurate records of leads and scheduled calls

FECH Moving and cleaning company

Virtual Assistant / Social Media Manager

April 2021- March 2023

- Coordinated moving and cleaning crews and managed appointment schedules

Customer Support- Billing & Sales

IBEX Global Solutions

December 2014-March 2021

- Managed billing concerns, account updates, and sales inquiries
- Resolved customer issues while maintaining high satisfaction scores