



Harvey Malumay

SUMMARY

"A highly motivated and results-driven virtual assistant with six years of diverse experience in business support and professional roles. Skilled in problem-solving, collaboration, and a wide range of support functions. Passionate about delivering innovative solutions and providing exceptional service. Seeking to leverage my expertise to drive success and contribute to organizational growth."

WORK EXPERIENCE

EXECUTIVE VIRTUAL ASSISTANT

WVP | June 2023 – September 2025

- Managing schedules, maintaining records, coordinating appointments and other administrative tasks
- Answering corporate email, SMS and phone calls
- Social Media Management
- Content editing

BUSINESS DEVELOPMENT REPRESENTATIVE

SWAGGER MAGAZINE APRIL 2022 – MAY 2023

- Lead generation and email outreach to potential customers to book meetings and fill the pipelines for the sales team.

HEALTHCARE REPRESENTATIVE | BLUESHIELD OF CALIFORNIA

Teleperformance | November 2020 – February 2022

- Assisted callers in Health Care/Insurance
- Assisted Healthcare providers
- Handling sales, billing, claims, appointments and medication refill
- Direct point of contact for healthcare professionals and pharmacists

ADVANCE REPAIR TECHNICAL AND CUSTOMER SUPPORT | COMCAST

Concentrix | September 2019 – October 2020

- Assisted callers in troubleshooting internet, cable and phone connectivity issues
- Assisted callers in sales and billing

TECHNICAL SUPPORT | COMCAST

Concentrix August 14, 2018 – September 1, 2019

- Assisted comcast technicians troubleshooting internet, cable and phone services
- Assisted technicians in modifying service plan
- Subject matter expert

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Negros Occidental, Western Visayas, PH

PROFESSIONAL SKILLS

- Time Management
- Discretion
- Corporate Communication
- Lead Generation
- Problem-Solving
- Online Marketing
- Attention to Detail
- Content Editing
- Customer Service
- Project Management
- Technological Proficiency
- Organizational Skills

SOFTWARE EXPERIENCE

- o Google Workspace
- o RingCentral
- o Microsoft365
- o Canva
- o Acsr software
- o Avaya
- o Einstein360
- o Rocketreach
- o Buildertrend
- o Cool Edit pro
- o CRM | Podio
- o Discord
- o QuickBooks
- o Slack
- o ERM

EDUCATION

SOUTHWESTERN UNIVERSITY PHINMA
BS NURSING

REFERENCES

- Kim Lim | Virtual Workforce Professionals Team Manager
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- Jhonvalt Ybanez | Swagger Magazine Business Outreach Representative
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- Jowe Angel Diligencia | PayCash4Houses Executive Manager
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