

FATIMA KIM N. VIBAR

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PROFESSIONAL SUMMARY

Results-driven Customer Service and Client Support professional with 5+ years of experience supporting US-based clients in fast-paced environments. Skilled in managing client inquiries across phone and email channels, ensuring timely resolution and high-quality service delivery. Experienced in CRM systems, case documentation, and cross-functional coordination, with a strong focus on accuracy, organization, and client satisfaction. Known for reliability, attention to detail, and the ability to work independently in remote settings.

KEY SKILLS

Client Services and Customer Support | CRM Systems (Service Desk and Zendesk) | Email & Phone Communication | Client Inquiry Resolution | Data Entry and Administrative Support | Cross-Time zone Scheduling

PROFESSIONAL EXPERIENCE

Client Services Representative

Alere Abbott | May 2025 – October 2026

- Manage over 50 inbound client calls daily from employers, clinics, and donors, ensuring timely resolution of inquiries and accurate account updates, demonstrating strong client support skills relevant to a Healthcare VA role.
- Respond to an average of 20+ client emails per day via CRM systems, maintaining detailed documentation and ensuring compliance with data handling standards, showcasing proficiency in case management.
- Process over 20 order requests weekly for lab supplies and test kits for employers and collection sites prior to testing, demonstrating administrative accuracy and operational support relevant to a Healthcare VA.
- Coordinate with 5+ internal departments weekly to resolve client issues in real time, highlighting cross-functional communication and workflow management skills applicable to remote VA operations.
- Update and maintain client records in CRM and Zendesk with 100% accuracy, reinforcing attention to detail and administrative reliability essential for healthcare virtual assistance.

Occupational Health Coordinator (Inbound) Alere

Abbott | January 2022 – April 2025

- Handle 30+ inbound calls daily from employers, clinics, and donors, resolving inquiries and updating accounts accurately, demonstrating client support and communication skills relevant to Healthcare VA roles.
- Resolve 20+ client tickets daily through CRM systems, maintaining detailed case documentation and ensuring data accuracy, showcasing strong case management skills.
- Conduct 80+ outbound follow-up calls weekly to collection sites for pre-employment results, ensuring timely updates and smooth workflow, reflecting administrative and coordination skills.
- Enter and correct lab result data for 20+ cases weekly, coordinating promptly with collection sites to maintain accurate records, demonstrating attention to detail and reliability for remote operations.

Senior Call Center Representative

Support Services Group | August 2020 – December 2021

- Supported over 30+ customers across phone, email, and multiple communication channels in a high-volume environment
- Assisted customers with account setup, onboarding, and service-related issue resolution
- Documented customer concerns, case notes, and resolutions accurately in CRM and internal systems
- Escalated unresolved customer issues to appropriate departments for further investigation and resolution
- Provided step-by-step guidance to customers while maintaining quality and service standards
- Managed multiple inquiries simultaneously while maintaining strong attention to detail
- Basic troubleshooting of customer's computer prior to examination.

TECH PROFICIENCY

Productivity & Admin: *Microsoft 365 (Word, Excel, PowerPoint, Outlook)*

Communication: *Outlook, Teams*

CRM & Marketing: *Service Desk, Zendesk*

AI & Automation: *ChatGPT, Co-Pilot and Claude*

Design & Content: *Canva, Cap cut*

EDUCATION

Bachelor of Hospitality Management, Major in Travel and Tourism

University of Makati, Makati | 2016–2020

Dean's Lister

LANGUAGES

English: *Proficient*

Filipino: *Native / Fluent*