



MELANIE HAMO SALVO

Address: Block 14, Lot 6, Phase-3 Avida Residences Sta. Catalina-Salawag,
Dasmariñas, Cavite, Philippines

Phone: +639124040501

Email: melanii.salvo@gmail.com

SUMMARY

Entry-level Freight Virtual Assistant with experience scheduling and coordinating appointments, dispatch activities, and customer communications in a fast-paced service environment. Skilled in working with technicians and warehouse teams to track appointments, monitor parts availability, and resolve time-sensitive issues. Supported by freight brokerage and truck dispatch training, with knowledge of load tracking, carrier communication, and freight operations. Highly organized, detail-oriented, and committed to delivering excellent service.

WORK EXPERIENCE

Customer Service Representative - JustPressOne Inc

Mar 2025 - Mar 2026

- Managed inbound and outbound calls to coordinate repair appointments and service requests.
- Handled customer correspondence via email, providing timely updates and resolving inquiries.
- Processed, collected, and posted customer payments accurately.
- Coordinated with service technicians to schedule appointments, confirm job completion, and communicate cancellations or rescheduling updates.
- Coordinated with warehouse personnel regarding inventory availability, shipment status, and parts delivery timelines.
- Scheduled and dispatched drivers, monitored service schedules, and ensured timely communication between field personnel and customers.

Customer Service Representative - Global Healthcare Resource

Apr 2022 - Dec 2024

- Managed high-volume inbound calls and email correspondence, providing timely and professional support while addressing customer inquiries and concerns.
- Resolved billing-related issues by researching account information, explaining charges, and identifying appropriate solutions.
- Processed and posted payments accurately while maintaining detailed records and ensuring data integrity.
- Maintained accurate documentation and customer records while efficiently handling multiple customer requests through strong communication, organization, and problem-solving abilities.

EDUCATION

Graduated: BS Radiologic Technology

April 2018

University of Perpetual Help - Molino

RELEVANT TRAINING

Freight Courses 101: 3-Day Freight VA Challenge and Masterclass Training

April 2026

- Learned fundamentals of freight brokerage, dispatching, quoting, and rate negotiations.
- Gained hands-on practice with Ascend TMS, Trulos Dispatch, DOFT, Estes, Tforce and ODFL, Arcbest, Freight center.com
- Trained in carrier lane specialization, broker-carrier agreements, and track & trace.
- Gained familiarization with searching loads and trucks on DOFT, DAT One, and Tucker Path.
- How to set up appointment with Amazon Carrier Central.

KEY SKILLS

- Load tracking, dispatch coordination, and shipment scheduling
- Freight rate quoting and carrier communication
- Freight documentation management (BOL, POD, RC)
- Shipment status monitoring and track & trace
- Freight class calculation and LTL/FTL operations
- TMS navigation, load board research, and data entry
- Customer service, issue resolution, and professional communication
- Strong organizational, multitasking, and problem-solving abilities
- English - Spanish Bilingual Skills

TOOLS AND PLATFORMS

- AscendTMS
- Trulos Dispatch
- DAT One
- DOFT
- Estes
- TForce
- ClassIT
- ODFL
- ArcBest
- FreightCenter
- GlobalTranz
- FedEx Freight Quote
- Freight Class Calculator
- Service Desk

INDUSTRY KNOWLEDGE

- LTL (Less-Than-Truckload)
- FTL (Full Truckload)
- Bill of Lading (BOL)
- Proof of Delivery (POD)
- Rate Confirmation (RC)
- Hours of Service (HOS)
- Truck Ordered Not Used (TONU)
- Equipment Types and Accessorial Services

CHARACTER REFERENCE

Paolo Frial - Manager
Global Healthcare Resource
+639985417769

I hereby certify that the above information is true and correct to the best of my knowledge and belief.


MELANIE HAMO SALVO

Signature over Printed Name