



ART GONZALES

CUSTOMER SERVICE REPRESENTATIVE/VIRTUAL ASSISTANT

CONTACT

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📍 Mabalacat City, Philippines

EDUCATION

2011 - 2012
ANGELES UNIVERSITY
FOUNDATION

- Bachelor's in Computer Science

TOOLS

Shopify
Wordpress
ChatGPT
Adobe Premiere Pro
Zendesk
Google Analytics
Capcut
Canva
Google Ads
Facebook Ads Manager
Buffer
Google Search Console
Ahref

SKILLS

- Excellent written and verbal communication skills
- Highly organized and efficient
- Ability to work independently or as a part of a team
- Proven leadership skills and ability to motivate

PROFILE

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize on my technical skills and abilities in the field of virtual assistance. Additionally, leveraging my **11 years** in customer service industry and **6 years** of experience as a dedicated e-commerce specialist, social media manager, and content creator

WORK EXPERIENCE

Hoptix AI | Dec 2024 - Present

Performance Analyst

- Monitor employee performance to ensure compliance with business standards, including upselling, offering extra toppings, and more.
- Analyze sales and service interactions to identify opportunities for improvement.
- Review recorded interactions and sales data to track trends, and identify gaps.

Shore Marketing | Feb 2024 - Sept 2024

Digital Marketer / SEO Specialist

- Create and publish social media content for Offshore clients.
- Write SEO-Friendly articles both for On-Page and Off-Page campaigns.
- Setup, monitor, and adjust ad creatives, budgets, targeting parameters, and performance metrics to optimize digital advertising campaigns.

Pawfect House | Jan 2023 - Feb 2024

Freelance Copy Writer / SEO Specialist

- Monitor and analyze website performance, sales data, and customer behavior using tools like Google Analytics. Handle
- Oversee Site On-Page SEO, doing competitor research, keyword research.
- Write product descriptions, website copy, and social media captions.

JNO E-commerce US | Jan 2022 - Nov 2022

Freelance E-commerce Specialist

Amazon FBA Storefront

- Coordinate with the supply chain team to ensure product availability and timely restocking.
- Create and optimize product listings, including detailed descriptions, high-quality images, and pricing information.

SupportNinja Inc. | July 2021 - Aug 2023

Technical Support Representative
SmartRent Inc.

- Troubleshoot smart devices
- Setup and configure various IOT products
 - Unlocking smart doors

Hilton Dental Australia | May 2021 - Oct 2021

Freelance Social Media Manager
Small Business

- Edit and create social media content for Facebook, Instagram, Tiktok and Youtube
- Schedule and analyze social media content

Wyndham Destination | Dec 2020 - July 2021

Travel Consultant
Club Wyndham South Pacific

- Manage travel itineraries
- Create hotel and resort accommodations
- Cancel/rebook reservations

Smart Home Solver | Apr 2020 - Dec 2020

Freelance Video Editor YouTube Channel

- Edit video for this Youtube channel with over 600K subscribers.
- Channel is about smart home and tech. Most videos we edited are review and update videos.

Sitel Philippines| Sept 2020 - Dec 2020

Medical Associate
Alight Healthcare

- Process annual health enrollment
- Add/remove medical coverage
- Process Health claims

Lauren Digital Studio | June 2019 - Jan 2020

Freelance Virtual Assistant
Etsy Store

- Oversee the day-to-day operations of Lauren Digital Studio, ensuring seamless user experience and efficient order fulfillment.
- Provide exceptional customer service to build and maintain strong customer relationships.

IQOR - RMS PHILIPPINES INC. | Apr 2019 - Aug 2020

Collections Officer
FedEx Express B2B

- Manage invoices for small business and national accounts.
- Answer questions with customs and logistics fees. Help setting up payment methods online whether it's through check or card.

VXI Philippines | Apr 2018 - Mar 2019

Customer Service Representative

AT&T

- Process prepaid payments over the phone.
- Read out their bills in detail.
- Change plans and services as per their requests.

Bomstom | Feb 2018 - Apr 2019

Freelance Website Developer

Dropshipping Business

- Conduct market research to stay updated on industry trends, competitor strategies, and customer preferences, and adjust strategies accordingly.
- Created a website with a team using HTML, CSS, and JavaScript. Later transition to WordPress.

iQor Philippines | Feb 2013 - Mar 2018

Customer Service Representative

Metropcs

- Process prepaid payments over the phone.
- Read out their bills in detail.
- Do troubleshooting to their mobile phones especially data and app concerns.