

**Cristylen Mesias**  
Tanza, Philippines, 4108  
+639362016361  
crispa2206@gmail.com

## Professional Experience

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### Virtual Assistant/Personal Assistant

March, 2023- August 2024

#### **US Client - Software and Web Developer | Work from Home | Graveyard**

- Oversee and organize the client's schedule and calendar.
- Perform in-depth online research and engage in brainstorming sessions with the client.
- Familiarity with HTML/CSS/JavaScript.
- Familiarity with web development terminology and processes.
- Manage a range of administrative tasks efficiently.

### Amazon SEO and PPC VA

March, 2022- September 2022

#### **UK Client | Work from Home**

- SEO Management
- PPC Campaign Management
- Analytics and Reporting

### Amazon Product Researcher VA

November, 2021- April 2022

#### **UK Client | Work from Home**

- Looks at market trends, customer preferences, and competitors to find new product opportunities.

### Customer Service Representative II / Escalation Team

March, 2021- November 2021

#### **TaskUs PH | Work from Home | Graveyard**

- Handle three main channels: Outbound, Chat and Emails for partner merchants, customers, and drivers.
- Resolve matters such as orders, payments, account questions, driver issues, driver's application, troubleshooting with extraordinary customer care.
- Promoted to escalation department.

### Customer Service Representative II & III

November 2017 - August 2020

#### **Teletech PH | Pioneer Mandaluyong | Graveyard**

- Handle three main channels: Outbound, Chat and Emails for partner merchants, customers, and drivers.
- Handle three main channels: Social Media, Alerts and Inbound call from partner merchants.
- Resolve matters such as orders, payments, account questions, fraud, promotions, driver issues, driver's application, troubleshooting with extraordinary customer care.

### Customer Service Representative / Sales Representative

September 2016 - September 2017

#### **Sitel Philippines I Ortigas, Pasig | Graveyard**

- Provide assistance through chat with order inquiries, returns, and replacement.
- Engage prospects via chat to generate sales.

### Human Resource Assistant

May 2016 - July 2016

#### **JKM Golden Plates Corporation I Gensan**

- Keeping track of documents, including employee records related to attendance, vacations, medical leave, and other employee data.
- Posting job vacancies, sorting qualified applicants, initial interview, assessment, final interview (if HR manager is not available), onboarding, orientation.
- Employee relations and performance management
- Addressing health, safety and worker-management issues, including compliance with workplace policy.

## Skills & Certification

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- Customer Service
- Amazon Product Research
- Amazon SEO and PPC
- Graphic Design
- Analytical skills
- Communication skills
- Organizational Skills
- HTML/CSS
- JavaScript
- Attention to Detail

## Tools

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- Zendesk, Salesforce, Omni-channel Support
- Helium 10, BuyBotPro, SellerAmp, Keepa, Jungle Scout
- MS Office Tools
- AliExpress, Etsy Seller App, Amazon Seller Central
- Adobe Photoshop, Canva
- Stripe
- Google Drive, Google Calendar
- Zoom, Slack
- VS code, Github, Hostinger

## Education

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Bachelor of Business Administration major in Human Resource Development Management  
Notre Dame of Marbel University  
2011-2015