

Aljon Samarita

I commit to personal and professional development, strive continually for excellence. A Virtual Assistant with excellent talent, attention to detail, and expertise advocating for customers, who also ensures projects are finished on schedule and with the utmost discretion. Strive

✉ arsamarita2@gmail.com | 📍 4226 San Juan, Batangas, PH

WORK EXPERIENCE

TELETECH -- AMAZON | DEC 2015 - AUG 2021 CUSTOMER SERVICE ASSOCIATE

- Developed and actualized customer service initiatives to decrease wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Committed to balancing company goals while helping all customers find satisfactory solutions. Resourceful problem solver who is adept at remaining calm in stressful situations and effectively assisting a variety of customers

VIRTUAL ASSISTANT

- Deliver high-quality customer service via email support platform ensuring top level service to continue corporate growth.
- Update company's data base with new customer information and manage data retrieval of current customers, accurately and in a timely fashion.
- Develop procedures to increase the efficiency of numerous areas including filing and organizing records to increase our ability to efficiently retain/recover documents, reports and records.
- Maintain a detailed delivery calendar to coordinate schedules and appointments.
- Writing content to describe listings, optimizing copy for online search, and creating a streamlined layout

TRAININGS

- General Virtual Assistant
- Quickbooks Training

CORE PROFICIENCIES

Customer Service

Data Entry

Social Media Management

Content Writing

Graphic Design

General Virtual Assistant

Quickbooks

Order processing

Drop Shipping

Product Listing

Website Task

TOOLS

- | | |
|---|------------------|
| ■ Zendesk | ■ Slack |
| ■ Salesforce | ■ Amazon Connect |
| ■ Microsoft Office (Word, Excel, Powerpoint) | ■ Teams |
| ■ Google Suite | ■ Stripe |

EDUCATION UP LOS BANOS

BS Agribusiness Management

PERSONAL DETAILS

WEBSITE:

ALJONSAMARITA.BLOGSPOT.COM

FACEBOOK:

[HTTPS://WWW.FACEBOOK.COM/SAMROSS07/](https://www.facebook.com/SAMROSS07/)

SKYPE:

LIVE:.CID.E84453F27E336796