



## MICHAEL JAMES A. CELESTE

Iponan, Cagayan de Oro City, Misamis Oriental, 9000

+639065828029 / +639213711744 | [michaeljamesceleste@gmail.com](mailto:michaeljamesceleste@gmail.com) |

[www.linkedin.com/in/mjceleste](http://www.linkedin.com/in/mjceleste)

### OBJECTIVES:

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To leverage my organizational skills, technical proficiency, and passion for supporting professionals as a Virtual Assistant. I aim to contribute to a dynamic and creative team by managing daily tasks efficiently, enhancing productivity, and providing exceptional support. With a background in customer service and a commitment to continuous learning, I am eager to assist in building a successful personal brand and contributing to the growth of the company.

### TECHNICAL TOOLKIT:

- Microsoft Office Suite: Proficiency in Word, Excel, and PowerPoint for creating instructional materials and presentations.
- Google Workspace: Familiarity with Google Docs, Google Sheets, Google Slides, and Google Classroom for collaboration and content creation.
- Classroom Management: Skilled in utilizing classroom management techniques to maintain a positive learning environment. Familiar with educational platforms that aid in student monitoring and class participation.
- Coding and Computer Science: Knowledge of basic coding and computer science concepts.
- Accounting Software: Basic Familiarity with QuickBooks Online and QuickBooks Desktop.

### PROFESSIONAL EXPERIENCE

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#### **Concentrix CVG, Cebu City, PHL** **Advisor I, Technical Support**

**August 2021 to December 2022**

- Provided technical support and assistance to customers for QuickBooks Online and Desktop.
- Greeted customers in a courteous, friendly, and professional manner, using agreed-upon procedures to ensure excellent customer service.
- Developed sales leads through inbound calls and implemented innovative sales strategies to close sales.

#### **Pre-service Teacher**

**December 2019 – March 2020**

- Served as Pre-service Teacher at Mariano Untal High School- Junior High School for 3 months  
December 2019 - March 2020 teaches Economics, Values and Science in Grade 9.
- Designed and implemented innovative lesson plans incorporating multimedia and technology to

enhance student engagement and understanding of complex Social Studies concepts

- Collaborated with fellow Student Teachers to develop a cross-curricular project that linked historical events with contemporary social issues, resulting in increased student interest.

## **Freelancing and Volunteering**

**Virtual Assistant, Fiverr.com**

**October 2020 – March 2021**

- Help in simple customer service and support in telegram, respond to inquiries, uploading information on chat, Collecting information etc., Data Entry, Engagement, Content Creation
- Video Editor creating simple videos (15-20 mins long) with copyright free music and dynamic background images.

## **Volunteering**

- Helped local Community Church create a Certification of Dedication, Flyers, and Church Programs.

## **EDUCATION & OTHERS**

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**Southern Baptist College, Bialong, M'lang, North Cotabato**

**March 2020**

Bachelor of Secondary Education Major in Social Studies

**University of Mindanao, Davao, Ph**

**2012-2016**

Completed 50% of requirements for Bachelor of Science in Computer Science

## **Trainings, Seminars and Certifications**

- June 2022 LET Teachers Board Exam Passer
- PAFTE-RXII Student Congress, 2020
- Student Moral Restoration and Character-Building Program, 2018
- Bread and Pastry Production NC II, January 2023