



ROSA ANGÉLICA CALVACHE DÍAZ

Virtual Assistant with Graphic Design Background | Data Entry | Customer Service.

CONTACT

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STUDIES

GRAPHIC DESIGN

February 2021 - Present

Academy of Professional Drawing

ONLINE COURSE ON E-COMMERCE

July 10th 2023 - September 4th 2023

Coderhouse

BACHELOR DEGREE IN FOREIGN LANGUAGES (ENGLISH)

2013 - 2018

Santiago de Cali University

TECH SKILLS

Admin Work - Data Entry

Google Workspace

- (Google Docs, Google Sheets, Slides, Gmail, Drive, etc.)
- Microsoft Office (Word, Excel/ CSV files, Outlook, OneDrive)
- Collecting emails and contact information
- Internet Research
- File Conversion (PDF to Excel/Word)

Design and editing programs

- Illustrator
- Lightroom
- Basic Photoshop editing
- Canva

Other programs

- WordPress
- Shopify

PROFESSIONAL SUMMARY

Responsible, committed, and multifaceted administrative professional with data entry, customer service, and graphic design background. Good listening skills obtained through experience working as a customer service representative in the Amazon retail and Account Changes department. Administrative assistant with experience helping write reports, answering emails, and using G-suite tools, like Google Drive, Docs, Slides, Sheets, and others. Knowledgeable using design tools like Canva, Lightroom, and Illustrator.

EXPERIENCE

Data Entry & Reporting | Nextiva

June 2023 - Present

- Responsible for efficiently and accurately entering reviews received from various review sites into spreadsheets. In charge of monitoring review sites on a daily basis, updating relevant spreadsheets with the collected data, and generating comprehensive reports. Additionally, calculating daily, weekly, and monthly review averages, and reporting them for individual sites, as well as for mobile sites, non-mobile sites, and global reviews.

Graphic Designer (Color and Design) | Tipsiti

April 2023 - July 2023

- Responsible for illustrating maps from various cities in different countries and adding color palettes, photos, and typography. All of this is done using templates on the Figma platform. The illustrations are created using Illustrator, and the color setup is done in Figma, where the entire project is organized.

Data Entry (Virtual Assistant) | Tipsiti

June 2022 - July 2023

- Working as a virtual assistant, sorting through pictures, following specific characteristics about the images needed for the webpage Tipsiti, which is a directory of products, places, and people, all recommended by locals. The work is done by looking through official social media or hashtags where locals or travelers post images from locations they visit. Knowing about photography and composition is essential for the work.

Data Entry Specialist. | Ruckit inc

August 2021 - April 2023

- Review and verify tickets uploaded to the platform used for this data entry process; everyday digital ticketing is uploaded from different construction industries and heavy materials (the customers).
- Follow explicit instructions and professional industry knowledge. Adding the information needed by understanding the customer's industry, and applying this knowledge to my data entry role.

Amazon - remote - Cali - Colombia | *Customer Service Representative at Retail and Account Change Department.*

August 2020 - August 2021

- Update customers' personal information to access their Amazon accounts when they get locked or outdated; this is done through a high-security process before any changes are made to the Amazon account, displaying high levels of trust and confidentiality.
- Assist customers with their orders when items get lost in transit or come defective or damaged by offering them the best solution for the issue while gaining customers' trust on Amazon. This resulted in the improvement of their purchasing experience.