



CONTACT ME

- 📞 0994-523-5150
- ✉️ shielacarena@yahoo.com
- 📍 Naujan, Oriental Mindoro
Philippines 5204

EDUCATION

St. Anthony College Calapan City
Bachelor of Science in Business
Administration
2015 - 2016 *undergrad*

Naujan Municipal High School
2011 - 2015

Gamao Elementary School
2005 - 2011

SKILLS

- Project management
- Digital Marketing
- Negotiation
- Critical Thinking
- Communication Skills
- Process Flows

SHIELA ROGENE CARENA

General VA / Customer Service

ABOUT ME

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

*- flexible
- 12k*

WORK EXPERIENCE

SPYPOINT CANADA

Chat Support Advisor

June 2023 -
November 2023

- Enhanced working relationships by participating in team-building activities.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Customised customer experiences to build brand loyalty.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Exceeded goals through effective prioritisation and consistent work ethic.
- Operated equipment to exceed production targets.
- Managed complaints with calm, clear communication and problem-solving.
- Trained and mentored employees to maximise team performance.

*- 6 interactions daily
- upselling / trouble shooting*

START UP CAREERS CORPORATION

Hotel Reservation Associate

January 2023
- May 2023

- Negotiated rates and upsold rooms to increase occupancy and maximise revenue. Monitored local events and local market news to forecast impact on demand calendars.
- Maintained in-depth knowledge of key competitor hotels and venues and suggested competitive new promotions and services to upper management.
- Reviewed and validated parking charges and coordinated valet services for registered guests.
- Connected clients with resources to complete travel documents, insurance and currency exchanges.
- Assisted guests with local weather, attraction and dining information to enhance experiences.
- Booked and managed hotel reservations, employing company policies to handle cancellations and complaints.

Hotel

WORK EXPERIENCE

January 2022-

March 2023

VERARDI LANDSCAPE SERVICES - PA, USA

General VA / Social Media Manager

Pensyl

Insta - linkedin | email.

- Built and maintained courteous and effective working relationships.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Achieved service time and quality targets.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Spoke to customers in multiple languages to resolve problems and answer questions.
- Formulated and implemented detailed marketing strategies, engaging with online audiences to drive sales.
- Produced high-quality social content, ensuring alignment with brand voice and messaging.
- Worked closely with digital marketing team to facilitate content creation and marketing delivery.
- Created and implemented monthly editorial calendar based on client social media and marketing goals.
- Communicated with followers, responding to comments and queries timely in brand style and tone.
- Used social media analytics tools by evaluating performance and adjusting content strategy to meet campaign objectives.

J & W REAL ESTATES - TX, USA

November 2020-

December 2021

General VA / Cold Caller

- Compared listed property with recently sold estates of similar nature to determine competitive market prices.
- Promoted property sales through adverts, open houses and participation in multiple listing services.
- Generated lists of for-sale properties.
- Obtained client testimonials for websites, social media and other marketing materials to enhance selling strategies.
- Expanded market share by executing successful sales strategies capitalising on current conditions.
- Communicated with owners regarding home and loan status.
- Presented purchase offers to sellers for consideration with recommendations for next steps.
- Greeted new home buyers and promoted features of newly constructed homes
- Communicated with owners regarding home and loan status.
- Presented purchase offers to sellers for consideration with recommendations for next steps.
- Greeted new home buyers and promoted features of newly constructed homes.
- Advised prospective clients on current market activities and desirable opportunities in neighbourhoods.
- Interviewed clients to determine property needs and preferences.
- Coordinated property closings, overseeing signing of documents and disbursement of funds.

Mabrox - 2019
3 months

- what facilitates and constrains
- what would make you leave
- why join in
- tips.