

CHARITY MAE S. ROSAL

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Results-driven professional with experience in web development, customer service/chat support, and client relations. Skilled in managing client communications, understanding and addressing client needs, and streamlining administrative tasks to improve operational efficiency. Adept at maintaining strong client relationships, enhancing customer engagement, and ensuring seamless coordination across teams. With a solid foundation in communication, organization, and problem-solving, I am eager to contribute to a dynamic, customer-focused environment where I can leverage my expertise to drive client satisfaction and operational excellence.

WORK EXPERIENCE

Virtual Assistant (Customer Service/Chat Support)

June 2024-April 2025

- Provided exceptional customer support through the company's messaging system by delivering accurate information, resolving billing and account issues, and escalating complex cases when necessary, while maintaining meticulous documentation and consistently exceeding performance targets.
- Email Support: Delivered prompt, accurate, and professional responses to customer inquiries via email, effectively resolving issues and ensuring high customer satisfaction.
- Invoicing: Generated, reviewed, and reconciled invoices, resolving discrepancies promptly and ensuring accurate billing and financial documentation for customers.
- Chat Support: Delivered efficient and professional real-time support via live chat, addressing customer concerns and inquiries with a focus on quick resolutions.
- Administrative Tasks: Managed customer records, maintained up-to-date and accurate data entries, coordinated schedules, and supported daily operations to ensure smooth and efficient departmental workflows.

Web Developer-Shakespeers Digital Solutions.

November 2023-May 2024

- Designed and developed customized websites using Wix and WordPress, leveraging Figma for initial design prototypes and revisions, ensuring alignment with client specifications and branding guidelines.
- Managed website content, applied SEO best practices, and ensured smooth performance across all platforms.
- Collaborated with clients and team members to deliver user-focused web solutions, contributing to improved site engagement and performance.

Intern (MIS Department)-Malaybalay City, Bukidnon, Philippines

January 2023- May 2023

- Performed accurate data entry for certificates, budgets, and reports, ensuring organized and well-maintained databases
- Communicated with recipients to coordinate the proper distribution of official documents.
- Assisted in planning and facilitating organizational programs and events.
- Ensured precision and consistency in all documentation and data handling.
- Other task: Developed backend features using Visual Basic and PHP, integrating with SQL Server to enhance data processing efficiency.

EDUCATION

Bachelor of Science in Information Technology

2020-2024

Central Mindanao University (CMU)

- Specialized in Web Development

ADDITIONAL INFORMATION

Technical Skills:

- Tools: Canva, Figma, Adobe XD, Sketch, Capcut, Hubspot, Trello, Slack, Zoom, Google Workspace, Microsoft Office Suite
- Customer Support: Chat Support
- Web Developer Tools: Wix, Wordpress, Elementor, Figma, HTML, CSS, Javascript, Bootstrap, PHP, React, Vue.js, Python, Node.js, Visual Basic, SQL Server, Laragon, PostgreSQL, Visual Studio Code (VS Code), Sublime Text, Git, GitHub, Bootstrap (for front-end), Laravel (for PHP), Apache, Postman, Railway, Docker
- Language: English, Filipino
- Certificate:Google IO/Seminar