



CHARMAINE STEPANIUK

GENERAL VA/CUSTOMER SUPPORT SPECIALIST

ONLINE SKILLS

- Client and Customer support
- Amazon account management
- Social Media Management
- Project Management
- Wordpress Blog Management
- Web Content Writing
- Copy Writing
- General Administrative Support
- Data Entry
- Email and Calendar management
- Basic Web Designing
- Audio and video transcription
- Photo and video editing
- Research

WORK EXPERIENCE

Executive Assistant

Choice Property Ltd. | July 2018 - Present

- Creates Operation Manuals for the company that is used as a documentation by the members of the organization to work efficiently and functions correctly.
- Facilitates sending of surveys to tenants and assists with analyzing the data results.
- Performs other administrative tasks on a daily basis.

Clinic Support Specialist

Rhythm Management Group | July 2017 - December 2018

- Provides and monitor critical heart device monitoring. Extracting information from the device monitoring, report on events and irregularities that can manifest between regular visits to the Doctors office.
- Sets patients remote schedule both in the device manufacturer web portal and patients electronic chart.
- Trains newly hired Clinical Support Specialists.

TOOLS AND SOFTWARE

- Microsoft Office
- Linux
- Google Drive
- Dropbox
- Sharefile
- Asana
- Ring Central
- Zoom
- Glip
- Jing
- Canva
- Adobe Photoshop
- Camtasia
- Lightroom
- Wordpress
- Jungle Scout
- Hootsuite
- Helium10
- Kareo
- Visual Code

ONLINE TRAINING AND CERTIFICATES

Amazon Seller Virtual Assistance Masterclass

November 2018
www.amazonsellerva.com

Project Management

November 2018
www.udemy.com

SEO Training for Beginners

October 2018
www.udemy.com

EDUCATION

Bachelors of Science in Nursing - Licensed Registered Nurse
Cebu Normal University | 2005 - 2009

ABOUT ME

Assists business owners who want their business to thrive by integrating strategies to develop and expand existing customer sales, brand and product evolution, excellent customer satisfaction and social media endorsement.

PERSONAL SKILLS

- Excellent oral and written communication
- Strong leadership skills
- Team player
- Goal oriented
- Multitask-er
- Organized
- Time management
- Reliable and professional

GET IN TOUCH!



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[shooting_star914](#)




<http://cham-portfolio.surge.sh/>

Hello!

Thank you for taking your time to check and consider my service as a Customer Service and Migration Specialist. To help you decide if I am a good fit to your organization, kindly check these basic Online requirements I have listed below for your reference.

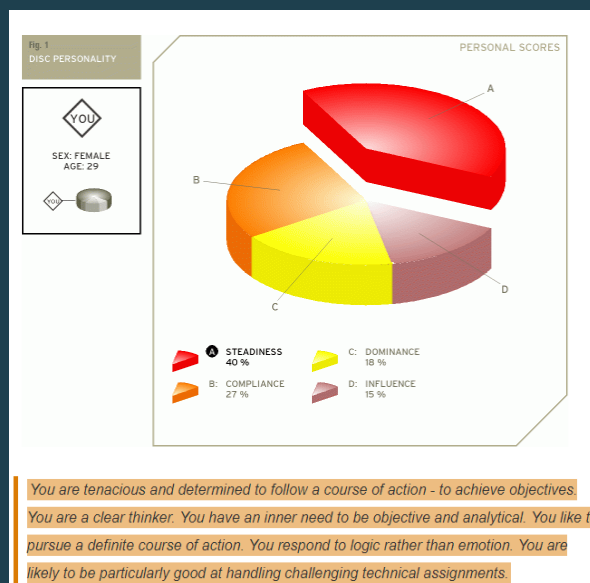
PERSONALITY TESTS



Your Jung personality type

The descriptions you chose about your behavior indicate that the Personality Type that most accurately describes you is: **Introvert-iNtuitive-Thinker-Judger**

- Introverts tend to be reflective, reserved and private. A popular misconception is that Introverts are shy - this is not necessarily so. They draw their energy from their own thoughts and the time they spend alone. Introverts do not need people around them all the time.
- iNtuitives pay more attention to information that is imaginative and original. iNtuitives focus on the future.
- Thinkers make decisions using logic and impersonal analysis. They think with their heads rather than their hearts.
- Judgers prefer a lifestyle that is decisive, planned and orderly. They like a life that is organized and controlled.



TYPING TESTS

Your Typing Test Results

Typing Speed	Errors	Adjusted Speed
54 WPM	1 mistyped words	53 WPM
274 chars in 1:00 min.	Accuracy 98%	1 errors deducted

Your Adjusted Typing Speed is **Fluent**

53

Slow Average **Fluent** Fast Pro

10 20 30 40 50 60 70 80 90 WPM

Average typist: 36 WPM • *Average touch typist: 58 WPM

Retake Test **Play Typing Game**

SPEED TEST

SPEEDTEST 12/24/2018
@Speedtest by Ookla 2:21 PM GMT

PING	DOWNLOAD	UPLOAD
19 ms	11.46 Mbps	8.38 Mbps

RATING: Faster than 53% of UA
ISP: Alfatelecom ★★★★★
HOST: Ivano-Frankivsk , ~ 50 mi

Above is my internet speed based on <http://www.speedtest.net>

HARDWARE SPECIFICATIONS

I currently have a dual monitor set-up with an Asus laptop attached to a secondary monitor that runs in Intel(R) Pentium(R) CPU N3530@GHz 2.16GHz with 8GB RAM Windows 10 Pro.

POWER INTERRUPTIONS

Power interruptions rarely occur in my area, approximately around once or twice a year and usually lasts not more than an hour. Also, they are scheduled so I am aware ahead if there will be a power outage in the next days. Should there be a sudden interruption, I have my back-up 4G mobile internet which allows me to open all necessary software for work and there are nearby cafes which cater fast internet 15-minutes walk away from my location.

If you'd still consider taking my service, I am available for long-term and short-term employment. I know there will be adjustments and challenges along the way, but if we both positively work together, I am certain we will be a great team. Thank you and looking forward to help you and your business thrive.

Charmaine Stepaniuk