

# Day Marie Cabacaba

General Virtual Assistant | Affiliate Marketer



## Personal details



Day Marie Cabacaba



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District 3 Lumbang, Pulpogan,  
Consolacion  
6001 Cebu



Female



Filipino



Single



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## Skills and Abilities

Project Management	●●●●●
Team Leadership	●●●●●
Interpersonal Skills	●●●●●
Communication Skill	●●●●●
Customer Support/Customer Service	●●●●●
Digital Marketing	●●●●●
Social Media Marketing and Management	●●●●●
Advertising, Strategic Selling	●●●●●

## Experienced Virtual Assistant and Project Manager,

of start-up Business Owners, Real Estate Business and Marketing Business. Also open to Affiliate Marketing of products and services through Digital Marketing Solutions.

## Employment

### Project Manager | Recovery Unclaimed Funds

Aug 2021 - Mar 2022

Tax Recovery LLC, FL, US

Full time: 7 months

- Trained as Virtual Assistant - Sales Executive of the project(1month) and got promoted as a Project Manager.
- Managed the Project related to Realty Investment - Tax Recovery Funds for Citizens based in the US.
- Outlining the whole project roadmap, Creating Project's training manuals for training and production floor work system implementation.
- Worked with the Web Developer and SEO Copywriter of the project and provided needed Contents, materials for the websites including reviewing of the website draft for approval.
- Assistance includes providing all the needed resolution to problems encountered by both Employers and Employees involved with the project such as the Operations Manager, Website Developer and Sales Executive.
- Schedule and Host Project meetings, daily collaboration with the team.
- Making outbound Calls to US Agencies, Government Tax Department, Clients/Claimants and related teams. Set up appointments and organizing processes with the Legal Team.

### Operations Manager - Finance | Global Business and Development

Nov 2021 - Apr 2022

GBDR Corps, LLC, Cebu

Seasonal: 5 months

- Run overall Company Operations including System Operation Facilitation, Projects Management, Finance Department, HR Dep't and Sales Dep't.
- Provide needed assistance and all the needed resolution to problems and situations for both Employer and Employees and make sure everything is resolved in a timely manner to keep the operations running smoothly.
- Other Call Center(BPO on process project). Firstly hired as a Sales Executive, promoted as an Operations manager in a short period of time, and preferred to remain handling project management to focus on the company projects goal.
- Handle the Finance Department of the company including Financial Management, Processing of Payroll, Billing and Payments.

### Customer Support Agent | Menulog

Mar 2021 - Aug 2021

Sykes Asia, Cebu

Probationary Employee: 5 months

- Assist Customers and Company Restaurant Partners in a Food Industry/Online Platform, through Voice/Chat/Email Support, with their multiple Order Concerns. Assistance includes providing all the needed resolution to both Customers, Courier and Restaurant Partners to make sure everything is resolved in a timely manner.

### Customer Support Representative | Sprint

Apr 2019 - May 2020

Concentrix Philippines, Banawa, Cebu

Full time: 1 yr. and 1 month

Telesales/Telecommunications Billing

Remote Troubleshooting

Network Troubleshooting

Process and goal Oriented

Transformative

Critical thinking | Sharp, quick learner

Determination | Persistent

Flexible

Well developed communication skills

Self-motivation

Languages

English

Hobbies

- Web Research (Target Market)
- Learning Courses (Related Skills Booster)
- Doing Dance Craze (with TikTok)
- Singing (while playing guitar)

- Assist Customers in a Telecommunications firm through Voice/Chat Support, with their concerns about Billing, Account, Technical, Online Navigation including Selling Products and Services.
- Well trained in Products and Services, multiple lines of business coverage. Got Top 3 Performance Award in Products Specification Training, Top 1 Performance Award in Learning Laboratory, gained Top Performances Recognition Achievements in monthly metrics.

National Director as Affiliate Marketer |  
Modtech Global

Modtech Global Inc., Newport Beach, CA

Freelance: 1 yr. and 3 months

- Market the products of this Technology Distributions Company based in Newport Beach, CA, through online and offline with multiple strategic selling. Visit Areas for Business Presentation such as Schools, Offices, Business Establishments and Homes. Perform Product demonstration and conduct Online Business Presentations.
- Guide and assist Directors, Team Leaders and Affiliates of the company in events held.
- Promoted from being an Independent Sales Affiliate to a National Director position within a 3 months span as the company grew in the country.

Community Support Agent | eBay

Eperformax Contact Centers and BPO, Lahug, Cebu

Full time: 1 yr. and 1 month

- Assist Customers in a Buy and Sell platform through Voice/Email Support, with their concerns about Billing, Account, Technical, Online Navigation including assistance with Orders, Products and Services.
- Well trained in Products and Services, multiple lines of business coverage.

Community Facilitator - Augmentation Staff |  
IDEALS Inc.

IDEALS Inc., Tacloban City

Contractual: 1 year

- Assist Community affected areas from Typhoon Yolanda, Organized Events for Paralegal Activities. Stationed in the Municipal Civil Registrar's Office with retrieving Documents devastated by Typhoon Yolanda.
- Promoted from Augmentation Staff to Regional Community Facilitator covering multiple Areas for functions.

Education

BS Public Administration

Leyte Schools of Professionals, Tacloban City, Leyte

2011

Technical/Vocational Education Department  
Courses – Graduate

The Sisters of Mary School, Talisay City, Cebu

2006

- Advanced Electronics and Troubleshooting
- Advanced Computer
- Typing and Basic Computer
- Bookkeeping
- Non-related:
- Basic Dressmaking I
- Industrial Sewing Machine Operation (ISMO) and Pattern Drafting II
- Dressmaking III (Mass Production)
- Culinary Arts

- Advanced Dressmaking and Pattern Drafting IV

## Courses

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<b>Copywriting - Become a Freelance Copywriter, your own boss</b> Udemy Certificate Ready	2021
<b>Copywriting Secrets - How to write copy that sells</b> Udemy Certificate Ready	2021
<b>Digital Marketing Programming Hub</b> Certificate	2022
<b>Digital Marketing Advanced Programming Hub</b> Certificate	2022
<b>Social Media Marketing Programming Hub</b> Certificate	2022
<b>SEO Programming Hub</b> Certificate	2022
<b>Growth Hacking Programming Hub</b> Certificate	2022
<b>Google Ads Measurements Programming Hub</b> Certificate	2022
<b>Digital Marketing Masterclass-23 Courses in 1</b> Udemy Ongoing Self-paced	Present
<b>SEO 2021: Complete SEO Training + SEO for WordPress Website</b> Udemy Ongoing Self-paced	Present
<b>Google Analytics Certification</b> Udemy Ongoing Self-pace	Present
<b>Start and Run a Successful Web Design Business</b> Udemy Ongoing Self-paced	Present

## Softwares and Tools

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**Hosting:** Godaddy and Bluehost

**Website:** Odoo, Godaddy, Wordpress and Google Sites

**Workspace:**

- **Project Tracker** - Trello
- **Team Collaboration** - MS Teams, Slack, Zoom, Google Meet, Whatsapp, Cpanel, Gmail
- **Time Tracker** - Sling, Toggl, Google Sheet
- **Event/Appointment Setting** - Google Calendar(email through gmail/Cpanel Email)

**Documentation:** MS Office, Word, Pdf. Google Drive, Doc, Sheet, Keeps, Google Form, Adobe Acrobat Reader-fill and sign, Docusign

**Phone System:** Vonage, Ooma, and Skype

**Content Creation:** Coschedule, Canva, MS Powerpoint, Google Slide, Google Site, Adobe PsX, LR

**SEO:** Google Trend, Google Analytics, Google ads, Keyword Planner

**CRM:** Zendesk, Citrix, Zoho, Outlook

**Finance Tools:** Salary Box(Team Payroll), Invoicing, Inventory Now, Paypal, Gcash

## Communication

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I have passed Global Communications Training to qualify in my first BPO job and have proven myself effective and efficient to do the task in all aspects I have been working on since then. I excel from every line of business. I get evaluated from a job which is mostly in marketing, sales, and customer service both Voiced and Unvoiced support(email and chat). I mingle well with the community as I have been used to lead and join groups for my extracurricular activities during my school days. I'm a fanatic of starting interesting ideas to start a conversation with!

## Leadership

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- I started leading a group as a coordinator of 45-50 high school students every year in my third year to fourth year Secondary School. I lead a Rondalla group in music and become a Cheerleader as part of my extracurricular activities in my school days.
- As I started my job, I became a senior cashier trainer wayback college working student days.
- Years later, being a National Director of more than a thousand affiliates, became my experience of value with leaders, members and people I lead.
- While recently, I just lead as a Project Manager of my previous company while being the Seasonal Operations Manager of the business, from being a Virtual Assistant-Sales Executive to a quick promotion.

## References

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**Cesar B. Hernandez | Senior Team Leader**

Concentrix Philippines, Banawa, Cebu

+63 9471047251

**Darlene Marie Avila | Performance Analyst**

Eperformax Contact Centers and BPO Cebu CORP., Lahug, Cebu

+63 989659405

**Checko C. Descartin | Area Operation Supervisor**

Ideals Inc., Tacloban City

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