

MARK IVAN DELA VEGA

General Virtual Assistant

Manila, Philippines | +63 9614333703 | 0129midv@gmail.com

EDUCATION

City of Malabon University

BS in Information Technology (GPA 3.5)

Manila, Philippines

June 2019 – May 2023

- Database management and network security, enabled me to streamline data processes via database migration. These skills are directly applicable to efficiently managing and securing client information as a virtual assistant.

WORK EXPERIENCE

Zirtual

General Virtual Assistant

Las Vegas, USA

Sep 2022 - 2023

- Data Entry:** I meticulously inputted client feedback survey responses into our CRM system for our latest product launch project, ensuring accurate data entry to inform future marketing strategies effectively.
- Email Management:** As part of our campaign for a charity event, I managed the influx of donation inquiries and sponsorship requests, prioritizing urgent emails and drafting personalized responses to maintain donor engagement and support.
- Customer Service:** While supporting a software launch, I provided timely and empathetic responses to customer inquiries and technical issues, troubleshooting effectively to ensure a seamless user experience and garner positive feedback, ultimately contributing to a 95% customer satisfaction rating.
- Calendar Management:** Organizing a busy executive's schedule, I coordinated meetings, appointments, and travel arrangements, optimizing time management and ensuring smooth operations.

Concentrix

Customer Service Representative

Pasay City, Philippines

Dec 2021 – April 2022

- Resolved Customer Inquiries:** Efficiently handled an average of 27 customer inquiries daily, addressing concerns and providing solutions within a 24-hour timeframe, significantly improving customer satisfaction during a product recall project.
- Implemented Feedback System:** Developed and introduced a new feedback collection system during the rollout of our updated mobile app, leading to a 30% increase in actionable customer insights and a subsequent enhancement in app functionality.
- Trained New Team Members:** Led training sessions for 4 new customer service representatives on best practices and company protocols for our annual subscription renewal campaign, resulting in a 20% increase in renewal rates and overall team performance.

CERTIFICATES AND TRAINING

Call Center Customer Service Professional Certificate

Google, Coursera

1-4 Course Completion (72hrs)

June 2 - 6

- I equipped and improved my previous experience in handling diverse customer inquiries in my past work, resolving issues efficiently, and mastering communication strategies, all of which are directly applicable to delivering top-notch virtual assistance.

[SeeLink.](#)

Virtual Work PH

Local Course

1- 5 Course Completion (64hrs)

May 1 – 15, 2024

- I honed skills in remote collaboration and time management, tailored to the Philippine virtual work landscape. Gain expertise in Filipino work culture nuances and communication styles, ensuring effective virtual team interactions. Learn practical tools and strategies for remote project management and client communication, optimized for Philippine-based virtual assistants. Develop proficiency in online freelancing platforms and digital payment systems commonly used in the Philippines, facilitating seamless client engagements. Obtain a recognized certification from Virtual Work PH, validating expertise and enhancing credibility in the Philippine virtual assistance industry

[SeePDF.](#)

IBM Data Analyst Professional Certificate

Google, Coursera

1-5 Course Completion (120hrs)

June 2024 - Present

- I improved concepts in digital marketing tools like Google Ads, Analytics, and Shopping, ensuring proficiency in strategic online advertising. Gain practical experience in e-commerce strategies, including product listing ads and conversion tracking, demonstrating expertise in driving online sales. Learn data-driven decision-making through Google Analytics, refining targeting and optimizing campaigns for maximum ROI.

[SeeLink.](#)

Google Digital Marketing & E-commerce Professional Certificate

Google, Coursera

1-7 Course Completion (260hrs)

June 2024 - Present

- I gain proficiency in managing user accounts, email settings, and security features within Gmail, ensuring efficient communication and data protection. Expertise in configuring Google Drive settings, including folder structures, sharing permissions, and storage quotas, optimizing collaboration and file management..

[SeeLink.](#)

Google UX Design Professional Certificate

Google, Coursera

1-7 Course Completion (260hrs)

June 2024 - Present

- I acquire proficiency in user experience (UX) design principles, anchored in Google's renowned UX methodologies and practices. Gain hands-on experience in prototyping, wireframing, and user research, demonstrating practical skills in designing intuitive and user-centric digital experiences. Master Google's design tools such as Sketch and Figma, enabling efficient creation and iteration of user interfaces. Learn usability testing techniques and accessibility standards, ensuring inclusive and user-friendly design solutions. Obtain a recognized certification from Google, validating expertise and opening doors to career opportunities in the field of UX design.

[SeeLink.](#)

SKILLS & INTERESTS

Software Skills: Microsoft Office (Word Excel, PowerPoint) | Asana | Canva | HubSpot | QuickBooks

Interests: Data Analysis, Research, Documentation, Administrative Work.