

# Mark Samuel Ku

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Baguio City, Benguet, 2600, Philippines

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## VIRTUAL ASSISTANT

A dependable and efficient virtual assistant with over three years of experience in delivering online support and services to various clients and businesses. Experienced in responding to customer inquiries, managing ecommerce platforms, and using CRM tools. Proficient in Microsoft Office, Google Suite, data entry, and transcription. Improved customer satisfaction, increased online presence, and prepared and edited reports and presentations. Flexible and adaptable to different shifts and workloads. Possessing a diverse skill set to ensure efficient and seamless operations. Seeking to provide excellent remote service in any industry.

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## PROFESSIONAL EXPERIENCE

### **METAT8 esports**

**Sept 2020 – Oct 2022**

#### **Administrative Assistant | Community Manager**

##### **Accomplishments:**

- Managed and maintained the official Discord server, fostering a positive and engaging community environment.
- Provided exceptional customer service and support to community members, effectively resolving issues and offering guidance.
- Utilized project management tools to manage the back end of Kajabi.
- Monitored and verified account balances and transactions using spreadsheets and software tools.
- Handled and responded to emails, prioritizing and addressing inquiries in a timely manner.
- Created and posted content on social media platforms such as Facebook and Twitter.
- Supported the team with scheduling, communication, and logistics tasks to ensure smooth operations and coordination.

### **Keypoke**

**Jan 2019 – March 2020**

#### **Virtual Assistant**

##### **Accomplishments:**

- Identified and prioritized Reddit and Discord as high-worth platforms to generate traffic and build an online presence.
- Handled end-to-end customer interactions, from product inquiries to post-purchase support.
- Provided online and in-person customer service and support for product inquiries, repairs, and feedback
- Demonstrated strong organizational skills in managing online orders, payments, and deliveries.

### **Sitel Philippines**

**June 2018-Aug 2018**

#### **Customer Service Representative (AT&T)**

##### **Accomplishments:**

- Provided exceptional customer service by effectively addressing service and billing inquiries.
- Answered incoming calls and handled customer inquiries.
- Utilized CRM tools to track and manage customer data, ensuring accurate and timely assistance.
- Consistently resolved customer issues with 96% satisfaction rate and received positive feedback from customers and supervisors.

## SOFT SKILLS

Problem Solving  
Time Management  
Leadership

Works well under pressure  
Adaptability  
Decision Making

Teamwork  
Effective Communication

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## TECHNICAL SKILLS

Microsoft Office  
Google Suite  
Information Gathering

Data Entry  
Transcription  
Database Management

Online Research  
Project Management  
Calendar Management

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## EDUCATION

### **Saint Louis University**

**Jan 2018 - Jan 2023**

#### ***Bachelor of Science in Information Technology***

- Dean's Lister – 2019-2022
- Student Government Mayor – 2019-2020
- Working Student

### **Saint Louis University**

**Aug 2018 - Jan 2019**

#### ***Bachelor of Science in Accountancy***

- Dean's Lister - First Semester, 2018-2019

### **University of Baguio Science High School**

**June 2012-Aug 2018**

#### ***Accountancy, Business, and Management Track***

- External Relations Minister – 2017-2018
  - Scout Troop Leader – 2015-2016
  - Youth Development Training (YDT) Team Leader – 2014-2015
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