



BRAINARD S. ORDOÑA

VIRTUAL ASSISTANT

PERSONAL SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results

CONTACT







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EDUCATION

BSIT - STI College
YR 2013 - 2015

SKILLED APPS

 Photoshop
 Adobe Premier
 Shopify
 Amazon
 Social Media
 Google Doc
 Microsoft Office
 Facebook Ads
 HTML/CSS
 Wordpress

PERSONAL PROFILE

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As I go further I want to achieve my goal as a Multi-Virtual Assistant and be part of company for a longer year.

WORK EXPERIENCE

Sykes Asia Cebu, Customer Service Representative
NOVEMBER 2016 - JUNE 2017

- Assisting customer with their inquiry
- Help the customer about the issue with their account
- Update the account of the customer
- Guide the customer of what correct book to purchase with their courses

Transcom Inc, Technical Support Representative
NOVEMBER 2017 - JUNE 2018

- Assisting the customer on how to fix their cable signal
- Provide a well detailed instruction on how to fix their cable box
- Send a field technician to resolve the issue
- Promote new plan to the customer

Virtual Assistant (Amazon/Product research/Shopify)
AUGUST 8 2018 --

- Product Research
- Manage Amazon/Shopify Inventory
- Photo Editing & Video Editing
- Order Fulfillment
- Build Shopify Store
- Facebook Ads
- Social Media Management
- Customer Service