JAILA FLORES

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SUMMARY

A motivated and optimistic individual who learns quickly and communicates well. Committed to providing excellent service and creating positive experiences, guided by integrity, empathy, and a strong sense of responsibility.

WORK EXPERIENCE

Digital Product Creator (Freelance) RaketPH & Gumroad   2025 - Present

- Creating Canva-based digital products such as planners and templates.
- Selling products on online platforms (RaketPH and Gumroad) while learning marketplace trends.
- Gaining hands-on experience in digital design, online selling, and content presentation.
- Exploring passive income opportunities through digital entrepreneurship.

Senior Customer Support Specialist   May 2020 - Present

- Resolved 60+ live chat inquiries daily with a 95%+ satisfaction score.
- Assist new team members in achieving full productivity.
- Delivered real-time support for virtual transactions, billing, troubleshootings, and account access.

User Safety Monitoring Team   July 2019 - May 2020

- Monitored content and interactions to ensure platform safety and community standards.

Graphic Artist (On the Job Training)   November 2018 - February 2019

- Worked as part of a creative team to design customized jewelry that met clients' specific requirements.
- Used Laser Making and Engraving software to produce detailed and personalized jewelry pieces.

EDUCATION

Bachelor of Science in Computer Science   S.Y. 2015 - 2019

- Tomas Claudio Colleges

CERTIFICATION

Virtual Assistant Certification (Online training)   Year 2021

- VA Online Educational Consultancy Services

KEY SKILLS

- Technical support.
- Sales strategies.
- Data processing.
- Written and verbal communication skills
- CRM Tools (Freshdesk, Salesforce).

- Problem solving.
- Customer service.
- Attention to details.
- Virtual Assistant
- Canva-based Digital Product Creation