



MARY JOY MELENDEZ APOLINARIO

VIRTUAL ASSISTANT

PROFESSIONAL SUMMARY

Motivated and adaptable graduate in Secondary Education – Major in English, actively seeking a position to apply my knowledge, problem-solving skills, team player personality, and unwavering passion in using the English language. With a solid educational background and a strong desire to contribute to the industry, I am eager to leverage my expertise and knowledge and am willing to learn more. Through a multidisciplinary approach, I have honed my abilities to analyze complex problems and to help individuals with their issues. As a dedicated professional, I am committed to continuous learning and growth, and I am excited to contribute to the success of a dynamic organization in the industry.

WORK EXPERIENCE

Customer Representative

BAX Music, United Kingdom

IAM Contact Solutions (2024)

- Responding to Inquiries: Addressing customer inquiries and resolving issues or complaints via various channels such as phone, email, or live chat.
- Providing Information: Offering accurate information about products, services, policies, and procedures to customers.
- Handling Transactions: Processing orders, refunds, exchanges, or payments efficiently and accurately.
- Maintaining Records: Documenting customer interactions, transactions, inquiries, complaints, and actions taken for future reference.
- Resolving Issues: Working to resolve customer concerns, complaints, or escalations effectively and in a timely manner, ensuring customer satisfaction and retention.

Online English Tutor/Recruiter

RareJob, Inc.

Quezon City, Metro Manila, Philippines (2020 – 2023)

- Encouraging learners to stay committed to their language learning journey. They create a positive and supportive learning environment to boost the learner's confidence.
- Managing my own schedules, allowing flexibility in terms of the number of working hours and the available times to conduct lessons.
- Conduct one-on-one English lessons with learners through the company's online platform. These sessions are designed to improve the learner's speaking, listening, reading, and writing skills.
- Providing constructive feedback to learners, highlighting areas of improvement and offering

ACADEMIC BACKGROUND

Bachelor Degree in Secondary Education – Major in English

Pangasinan State University – Lingayen, Pangasinan, Philippines

2019 – 2023

Accountancy, Business, and Management – Major in Hospitality and Tourism

PHINMA University of Pangasinan - Dagupan City, Pangasinan, Philippines

2017 – 2019

BASIC INFORMATION

Nationality: Filipino

Date of birth: 01/30/2001

CONTACT

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Pangasinan, Philippines

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LANGUAGES

Filipino – Native speaker

English – C2 Level

Portuguese – Beginner

IDENTIFICATION

Driving license - non-professional
Passport holder

SKILLS

Work Ethic;

Fast Learner;

Adaptability;

Microsoft Office;

Good Communication;

Ability to Work in a Team;

Effective Time Management.