



Janelle B. Parantar

E-mail : janelleparantar@gmail.com Phone : (0921) 926 6303
Address: Blk 4 Lot 8 Countryside Village, Bangkal, Davao
City, Davao del Sur, PH 8000

Summary

Virtual assistant that provides administrative and support services remotely to individuals or businesses. A digital counterpart to a traditional personal assistant, performing various tasks and responsibilities to help streamline operations to increase productivity.

Work experience

Consultare Inc.

May 2023 — Present

Social Media Coordinator

- Develop a comprehensive social media strategy that aligns with the company's brand identity and marketing objectives.
- Create engaging and creative content (text, videos, images) to share across various social media channels.
- Collaborate with other departments, such as marketing, PR and customer support to ensure consistent brand messaging and a cohesive digital marketing strategy.
- Engage with the audience by responding to comments, messages, and mentions in timely and professional manner
- Keep up-to-date with social media trends, algorithms, and emerging platforms to maintain a competitive edge.

Consultare Inc.

April 2023 — June 2023

Project Administrator

- Monitor the project pipeline through IIQ and IT Blaster.
- Receive the project request from the requestor/CIG Internal Team.
- Receive the software system issue from the user.
- Collaborate with the IT developers for the projects and software/system issues.
- Collaborate with the Accounting department for each pay project from IT freelancers.
- Manage the IT freelance project monthly forecasting.
- Daily follow-up on each project from the developer.
- Provide updates on the project status to the requestor/CIG Internal team.
- Create, monitor and update the Project Management Module.
- Project Assistant Manager Alternate
- Report to Project Assistant Manager

Virtual Cuber

November 2022 — April 2023

Amazon Specialist

- Conduct market research to identify potential product opportunities on Amazon.
- Identify and evaluate potential suppliers for sourcing products.
- Monitor and track product performance to optimize product listings.

- Manage product inventory, pricing, and promotions to maximize sales and profitability.
- Monitor daily sales and account performance.

Netzon Global Tech

May 5, 2021 — June 30, 2021

Project Worker: URL Researcher

- Research list of products in a given website and add product url to the spreadsheet.
- Monitor product availability weekly and update spreadsheet accordingly.
- Review peer's product list spreadsheet and validate URL provided.

VXI Global Holdings

APRIL 05, 2017 — APRIL 01, 2021

Customer Account Executive

- Handle all incoming phone calls with courtesy and professionalism
- Answer inbound customer calls and effectively respond to customer inquiries.
- Ensure the resolution of client concerns/inquiries, whenever possible.
- Collaborate with immediate team and other company departments to ensure overall customer and product satisfaction
- Escalates calls to supervisor when necessary and appropriate
- Resolve and troubleshoot simple and complex issues relating to customers.
- Provide technical support to team members.

Key Achievement(s):

- **Top Agent for Survey**
 - Team Awarding October Fiscal 2017
- **Top Agent for FCR (First Call Resolution)**
 - Team Awarding November Fiscal 2017
- **Advanced Customer Service Representative Master**
 - ICOE Training 2019

Alorica, Inc.

July 2016 — September 2016

Customer Service Representative

- Handles various incoming and outgoing collections-focused phone calls.
- Resolves customer questions, complaints and collections inquiries in a professional, helpful manner.
- Maintains and updates customer information as necessary.

Fotofun Digital Express Inc.

July 2015 — October 2015

Photo Studio Creative

- Maintain good work flow of inbound photo editing requests from clients
- Negotiate costs and deadlines with the client, ensuring we supply back high quality and fast work for them
- Manage and delegate the work to the correct in-house artists in our digital design studio
- Retain high quality artwork output from our artists by checking that they follow instructions correctly
- Communicate fast with the client and make sure all images are delivered on time
- Retain good customer relation with existing clients, including follow up calls and emails
- Check that all projects are done correct and on time

Education

BS in Information Technology Specialized
in Multimedia

June 2012 — March 2016

University of Immaculate Conception

Key Achievement(s):

- **OUTSTANDING Capstone Project 2016**
 - Do the First Aid: An Android Mobile Game Application About Basic First Aid

Secondary Education

Saint Mary's College of Bansalan

June 2008 — April 2012

Elementary Education

Saint Mary's College of Bansalan

June 2002 — April 2008

Key skills

- Written and Oral communication
- Research skills
- Problem-solving
- Flexibility and versatility in problem analysis and resolution
- Attention to detail
- Customer service
- Multi-tasking
- Time management
- Organization
- Work ethic
- Adaptability
- Knowledgeable in Computer Hardware and Software
- Google Workspace
- Microsoft Office 365

Licenses & certifications

- **SAP Certified Technology Professional - System Security with SAP NetWeaver 7.31**
 - Issued by: University of the Immaculate Conception (Mar. 2015)
- **SAP Certified Development Associate - SAP Business One Release 9.0**
 - Issued by: University of the Immaculate Conception (Oct. 2014)