








# MELODY RAMOS

Virtual Assistant

## CONTACT

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Tacunan, Davao City,  
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## EDUCATION & TRAININGS

### Computer Programming

Assumption College of Davao  
2010

### Coding Challenge and Trainings

GoIT  
2023

One code camp  
2025

## SKILLS

- Customer Service
- Quality Assurance
- Lead2clientCRM
- Marketing
- Web Design
- Google Suites

## WORK EXPERIENCE

### SOFTWARE TESTER/CHAT & EMAIL SUPPORT VYDE/MAZUMA

2023-2024  
Nov Sep

Require strong communication skills, attention to detail, and a customer-oriented mindset.

Focuses on ensuring the quality of the software product,  
Role emphasizes customer satisfaction and support.

### EMAIL/CUSTOMER SUPPORT HOPE DOVES-ECOMMERCE

2023  
Aug

Respond to customer queries in a timely and accurate way, via phone call, emails or chat.

Identify customers needs and help customers use specific features.

Sends emails as part of a marketing campaign or to resolve customer concerns relating to a product or service.

### CUSTOMER SERVICE REPRESENTATIVE DISEASE PREVENTION PROGRAM

2022-2023  
Nov Sep

Managing incoming calls and customer service inquiries, generating Leads that develop into new customers.

Answering inbound phone calls, addressing customers' questions about products and services, and processing payments or returns.

### APPOINTMENT SETTER APLIANCE HD

2020-2022  
Feb Sep

Identifying and contacting prospects through cold calling and emailing

Familiarizing themselves with the product or service they are promoting

Qualifying prospects and estimating their chances of making a purchase

Answering questions and providing information to potential customers

Managing statistics and documenting calls.

### CUSTOMER SERVICE REPRESENTATIVE AJANI BUSINESS OUTSOURCING

2018-2020  
Oct May

Managing calls and customer service inquiries, generating leads that develop into new customers.

Answering phone calls, addressing customers' questions about products and services, and processing payments or returns.

## REFERENCES

**Jun Tabudlong Jr**  
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