



Jhon Carlo Francisco

Pro VA | Business Assistant | Executive Assistant



09982499049



<https://www.facebook.com/cocolabs.23>



iamjohnfrncsco@gmail.com

Experienced in managing employee and community programs, and dedicated to successfully directing business operations.

CAREER

OCT 2023 -

PRESENT

**Business Empire
Financial**

VIRTUAL PARTNER (GIG)

- Managed the Alignable platform for the client.
- Created powerful presentation thru Canva and creates Webinar videos with voice over.
- Other Administrative tasks

MAY 2023 -

MARCH 2024

**Anago Cleaning
Systems**

TELEMARKETER

- Conducted research for potential clients and narrowing it down to curated quality leads.
- Conducts client reach out to make sure that they're well aware of the terms and conditions from sign up, to contract signing.
- Managed CRM by moving leads along the pipeline

AUG 2023 -NOV

2023

**Further in and
Further into Real
Estate with Carrie
Ver Burg**

SOCIAL MEDIA MANAGER (PROJECT BASED)

- Created Social Media Graphic and copies for strategic posting.
- Produced Short Form Videos from webinar
- Used Trello for Project Management

APRIL 2022 -

AUGUST 2023

The Dance Factory

EXECUTIVE ASSISTANT

- Managed a budget and planned events for a dance program, ensuring the program was successful and financially sustainable
- Managed a complex calendar for the executive, ensuring all meetings and deadlines were met on time
- Scheduled meetings and appointments for the client, ensuring that the client had a full and productive day

CAREER

APRIL 2023 - MAY 2023
Direct Hire

FREELANCE VIDEO EDITOR | RISE CHIROS

- Optimized video projects for various platforms, resulting in improved video playback and engagement
- Edited and combined multiple video clips and images to produce a promotional video that increased customer engagement by 45%
- Developed a series of video scripts that were used to create successful video marketing campaigns

OCTOBER 2021- APRIL 2023
Department of Health Philippines

SYSTEMS ANALYST | ADMIN ASSISTANT

- Supported the country's main helpline to guide the public's safety in the light of the pandemic
- Managed the country's mapping and facility registry website to make sure that it's up and available for the general public to access.

OCTOBER 2020- JULY 2021
SiriusXM- AFNI COMMONWEALTH

SIRIUSXM CHAT | RETENTIONS

- Fluent in both voiced and chat.
- was able to lower the chat volume in the first 3 months of employment and was able to receive client incentives

2019-2020
Teletech- Fairview

VERIZON SALES AND BILLING DEPARTMENT

- Fluent in both Voiced and Chat.
- Was a able to maintain a high CSAT score for 6 consecutive months.

EDUCATION

2020
Bachelor of Secondary Education
Major in English
2015

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

- Thesis: The Effectiveness Of Teacher Support Material Comp-Pro (Comprehension-Pro) In Improving The Reading
- Member: College of Education Dance Troupe

ANTIPOLO NATIONAL HIGH SCHOOL

SKILLS

CRM Management, Community Management, Project coordination/
Project Management, Admin Assistance, Email Management, Invoicing,
Client Reach out, Graphic Design, Light video editing, Light Photoshop,
Social Media Management, Content Creation, Light Klaviyo Email
Marketing, Customer support via phone, chat, or email.

TOOLS I KNOW:

Studio Director, Payliance Pro Payments, Office 365, Gsuite, Google
Voice, Slack, Dialpad, Front, Adobe Premier Pro, Cap Cut, Photoshop,
Canva, Trello, Asana, Outlook, Oracle, Klaviyo, Wordpress,

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JHON CARLO FRANCISCO

Trainings/Seminars Attended

OCTOBER 2021

DEPARTMENT
OF HEALTH
(DOH)

INFORMATION SYSTEMS ANALYST

- 1 month of in-depth training for Covid-19 rescue programs
- 2 weeks of nesting before taking in Covid-19 related emergencies

OCTOBER 2020

AFNI,
COMMONWEALTH

SIRIUSXM CHAT REPRESENTATIVE

- 1 month of Chat training
- 1 month of Product specific training
- 3 months of nesting before being endorsed to the Production

DECEMBER 2019

TELETECH,
FAIRVIEW

VERIZON BILLING AND SALES

- 1 month of Product specific training
- 3 months of nesting before being endorsed to the production.

MAY 2019

VXI MUNOZ

AT&T SALES AND BILLING DEPARTMENT

- 1 month Product-Specific training
- 3 weeks in nesting

MARCH 2019

INSPIRO

1-800 FLOWERS SALES AND CUSTOMER SUPPORT

- 2 Weeks training before nesting

CHARACTER REFERENCES

JANINE GRACE A. ROSAL

Customer Service
Representative
Acquire BPO
0915 319 1258

CHRISTIAN JEFF AYO

Executive Assistant
Athena
0929 381 9092

MICHAELA D. VALIDA

Subject Matter Expert
PayPal
0920 864 9580

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JHON CARLO FRANCISCO



October 20, 2020

Certificate of Employment

This is to certify that **Jhon Carlo Rasonable Francisco** was previously employed by TeleTech as **CSR I** from **September 25, 2019** to **October 01, 2020**.

If you require any additional information, you may reach us at HC_EmploymentVerification@TeleTech.com.

This certificate is being issued to **Mr./Ms. Francisco** for proof of employment only and does not attest the person's work ethics, efficiency, and accountabilities to the company.

Certified true and correct:



Anna Liza B. Cagaoan
Executive Director, Human Capital

NOTE: This is a system-generated certification. Signature is not required.

(HC4018424)

address
SECOM 10th Floor Harbor Drive
cor. Palm Coast Avenue Mall of
Asia Pasay City 1300

contact
ttec.com
+1.800.835.3832



Control No. **FFP-2021-9023659**

CERTIFICATE OF EMPLOYMENT

This is to certify that **Francisco, Jhon Carlo R.** was an employee of **AFNI PHILIPPINES, INC.** from **October 04, 2020** to **July 29, 2021**. S/he held the position of **Inbound Sales Agent**. and is not yet cleared of all company accountabilities.

This certification is being issued upon the request of above employee for whatever legal purpose it may serve.

Issued this 20th day of August.

Signed:

A handwritten signature in black ink, appearing to read "Arcelyn G. Madamba", is written over a faint circular stamp.

Arcelyn G. Madamba

Human Resource Director – Compensation and Benefits



CERTIFICATE OF EMPLOYMENT

This is to certify that **Mr. JHON CARLO R. FRANCISCO** was employed with **VXI GLOBAL HOLDINGS B.V. (PHILIPPINES)** as **ACCOUNT ASSOCIATE**. He was with the company from **May 24, 2019** to **September 06, 2019**.

This certification is given this **13th day of September 2019**, upon request of the above mentioned employee for reference purposes only.

For verification of the veracity of this document, please email: **PH_HRIS@vxi.com**


Marriel B. Serrano
Senior HRIS Officer

CN: VXI-HRIS-QCWAL-2CFE7E6

VXI Global Holdings B.V. (Philippines)
3F WalterMart, Building, North Edsa Muñoz, Quezon City
VXI PH Office: (+632) 899-2200

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LinkedIn LEARNING

Certificate of Completion

Congratulations, John Carlo Francisco

Social Media Marketing Foundations

Course completed on Dec 18, 2021 at 08:06PM UTC • 52 min

By continuing to learn, you have expanded your perspective, sharpened your skills, and made yourself even more in demand.

A handwritten signature in black ink, appearing to read "David Berlinsky".

Head of Content Strategy, Learning

LinkedIn Learning
1000 W Maude Ave
Sunnyvale, CA 94085

Certificate Id: Acz-VFEo7X6sdl9L_rvjdUnv-LkY

Certificate of Appreciation

is hereby given to

JHON CARLO R. FRANCISCO

INFORMATION SYSTEMS ANALYST II

In sincere appreciation of his/her invaluable expertise and commitment in providing technical assistance to CHD Northern Mindanao as its enabling partner in improving government operations for the benefit of the Filipino people

Given this 10th day of November 2022, in the City of Cagayan de Oro

JOSE R. LLACUNA JR., MD, MPH, CESO III

Director IV

