



**LAYSON,
AUBREY GAIL
P.**

WORK WITH ME!

Phone: (+63) 9668206692

Email: layson.gail521@gmail.com

Address: 12 Delos Reyes St. Brgy.
Milagrosa Proj. 4 Quezon City

PROFILE SUMMARY

A highly organized and detail-oriented Virtual assistant with an extensive understanding of Search Engine Optimization. Has the ability to do multiple tasks and complete projects with a tight deadline efficiently. Eager for continuous learning and professional growth, with a strong desire to contribute to team success.

PROFESSIONAL SKILLS

- Computer proficiency.
- Communication skills.
- Proficiency in office tools Microsoft Office/Google Docs/ Google Sheets/Google Calendar, Airtable
- Problem-solving abilities.
- Basic Design and editing skills in Canva
- Basic Copywriting
- Customer service skills.
- Experience in creating Chat/Email templates

PERSONAL SKILLS

- Proactive
- Organized and Efficient
- Detail-oriented
- Ethical
- Coordinated
- Team Player
- Critical Thinker
- Independent Thinker

WORK SUMMARY

9TEAS MILKTEA

Owner and Barista | July 2020 - September 2021

- Small online milktea business on Facebook
- Managed social media account
- Accept orders and answer inquiries through the Facebook page
- Manages invoices and do audits for sales and inventory

ALORICA PHILIPPINES

Customer Service Representative |
September 2021 - June 2022

- Handled basic troubleshooting account complaints and inquiries for both Businesses and Consumers
- Creates both chat and email templates for the team
- Send emails and schedule follow ups for escalated cases
- Communicates with other teams to endorse specific concern and work towards a resolution
- Creates and updates trackers to keep track of both individual and team's performance

ACCELERATE AGENCY

Sr, Outreach Communications Virtual Assistant | June 2022 - September 2024

- Supervised a team of virtual assistants, delegated tasks, and evaluated performance with individualized action plans.
- Scheduled and facilitated regular team meetings and training sessions, ensuring continuous development and alignment with goals.
- Collaborated with management to discuss KPIs and implement strategies for team performance improvement.
- Developed new workflows and optimized existing processes to boost productivity and efficiency.
- Created structured action plans for daily operations and designed upskilling programs to enhance team capabilities.
- Managed email scheduling, correspondence, and follow-ups for SEO outreach campaigns, improving communication with website owners and partners.
- Designed SEO-focused email templates for cold outreach and follow-ups, boosting engagement, and response rates for link-building initiatives.

SCHOOLS ATTENDED

**TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES
QUEZON CITY**

Grade 11 to 12

- Graduated with Honors