

# Ralphy G. Rival

Virtual Assistant / Data Entry Specialist / Admin Support

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## Professional Summary

Results-driven professional with over 10 years of experience in data entry, virtual assistance, customer support, and digital content creation. Skilled in optimizing workflows, refining sales funnels, and delivering data-driven solutions to enhance business growth. Proficient in CRM platforms, e-commerce tools, video editing software, and project management systems. Certified C1 Advanced in English, ensuring exceptional communication in global settings. A Business Administration graduate with a proven ability to thrive in fast-paced environments, leveraging strong analytical skills, and a passion for producing high-quality outcomes.

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## Core Competencies

- **Data Entry & Analysis:** Expertise in maintaining data accuracy, conducting audits, and generating actionable insights.
- **Video Editing & Content Creation:** Proficient in Wondershare Filmora, Canva, and HeyGen for creating engaging tutorials, demos, and promotional content.
- **Customer Support:** Over 5 years of experience delivering exceptional service for global brands via chat, email, and phone.
- **Workflow Optimization:** Skilled in streamlining processes using automation tools and project management platforms.
- **Web Research:** Proven success in sourcing accurate data to drive customer acquisition and engagement.
- **Technical Proficiencies:**
  - **CRM & Marketing:** Keap (InfusionSoft), iContact, Zendesk
  - **Video & Design Tools:** Wondershare Filmora, Canva, HeyGen, Loom
  - **E-commerce & Payment:** Shopify, ClickBank, Stripe, PayPal, HasOffers
  - **Project Management:** Trello, Asana, Basecamp, Glip, ProcessStreet
  - **Productivity:** Microsoft Office Suite, Google Workspace (Docs, Sheets, Drive)
  - **Communication:** Slack, Discord, Zoom, Google Hangouts
  - **Fulfillment & Logistics:** Kunaki, Vervante, ShipOffers

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## Work History

### Data Team Assistant

Creo Networks, California, United States  
January 2025 – August 2025 (8 months)

- Managed GEO Database and Marketplace Relational Database, ensuring data accuracy and accessibility.
- Performed high-volume data entry for datasets like country, region, and city, maintaining precision.
- Conducted data mining to extract insights for marketplace projects and strategic initiatives.
- Processed big data workflows for files like phone\_code and payment\_provider, enabling scalable operations.
- Collaborated with team lead on Geo Database tasks, supporting marketplace expansion efforts.
- Optimized data workflows by implementing validation checks, reducing errors in datasets.
- Used Google Sheets to organize complex datasets, ensuring data integrity and consistency.

### Digital Marketing Assistant

ITAS Solutions, Texas, United States  
November 2024 – January 2025 (3 months)

- Accurately entered, updated, and managed large volumes of data using Google Docs and Sheets.
- Served as an affiliate partner for Simplified.com, promoting products and services to targeted audiences.
- Designed and developed the official website, <https://trysimplify.com/>, using WordPress.
- Planned, executed, and optimized Facebook advertising campaigns to increase traffic and engagement.
- Created, managed and maintained the company's Facebook page, <https://www.facebook.com/trySimplifyAI>, ensuring consistent branding and audience engagement.
- Created and published Facebook posts using Canva for graphics, photos, and videos.
- Updated Google Sheets daily to track and report task progress.

**Data Entry Specialist | Administrative Assistant | Funnel Testing**

Exercises For Injuries, British Columbia, Canada  
March 2017 – November 2024 (7 years, 8 months)

- Managed high-volume data entry tasks, ensuring 100% accuracy in customer and sales records using Keap.
- Conducted A/B testing and funnel analysis to optimize conversion rates, increasing customer acquisition.
- Created instructional videos using Wondershare Filmora and Canva.
- Streamlined workflows with Trello and ProcessStreet, improving task completion.
- Performed web research to support marketing campaigns, enhancing lead generation efforts.

### **Data Entry Specialist | Lead Generation | Web Research Assistant**

Brightgreen Lighting Store, Victoria, Australia  
January 2015 – February 2017 (2 years, 2 months)

- Updated product listings and databases with accurate pricing and images, boosting online engagement.
- Conducted web research to identify high-potential leads.
- Utilized Google Sheets and Shopify to maintain up-to-date records, ensuring data integrity across platforms.
- Designed promotional graphics using Canva to support marketing initiatives, enhancing brand visibility.

### **Customer Support Representative**

Convergys, Davao, Philippines  
June 2014 – December 2014 (7 months)

- Delivered high-quality support to USA and Canada clients via chat and email.
- Resolved inquiries for Macy's.com, demonstrating adaptability in fast-paced environments.

### **Technical Support Representative**

VXI Global Solutions, LLC, Davao, Philippines  
April 2012 – April 2014 (2 years, 1 month)

- Provided technical assistance for AT&T customers, troubleshooting issues via phone and email.
- Documented support processes using Google Docs, improving team efficiency.

### **Customer & Technical Support Representative**

Sutherland Global Services, Inc., Davao, Philippines  
June 2009 – February 2012 (2 years, 9 months)

- Supported global clients through multiple channels, maintaining consistent service quality under high-pressure conditions.
  - Trained new hires enhancing team performance and reducing error rates.
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## Education

### **Bachelor of Science in Commerce, Major in Business Administration**

University of the Immaculate Conception, Davao City, Philippines

2005 – 2009

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## Certifications

- **C1 Advanced (Cambridge English):** Demonstrating advanced proficiency in English for professional and global communication.
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## Skills

- **Technical:** Video Editing (Wondershare Filmora, Canva, HeyGen), Web Research, Lead Generation, Process Automation
  - **Soft Skills:** Analytical Thinking, Time Management, Clear Communication, Team Collaboration, Problem-Solving, Attention to Detail
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## References

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