

# EUGENE VINCENT DOTE



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<https://eugenedote-portfolio.my.canva.site/>

## WORK EXPERIENCE

### Content Curator | Data Analyst | Virtual Assistant

August 2022 –  
November 2023

#### Probably Something Inc.

- As a Virtual Assistant Content Curator for a Web3 project, I conducted in-depth research and acquired material from many sources in the NFT and cryptocurrency field. I synthesized this data into easily readable and well-structured content.
- My duties included interpreting complex data, effectively summarizing it, and organizing it using structured labeling.
- I helped produce work products that were valuable resources for anyone looking for information on Web3 projects, NFTs, and cryptocurrencies, making these complex subjects easier to understand for a broad audience.
- Software used: Discord, Airtable, Slack, Notion, Spreadsheet and Loom

### Marketing | Disposition | Virtual Assistant

May 2022 –  
October 2022

#### Wright Investment Group

- While working for a real estate company, I had a significant impact on the marketing and disposition team, concentrating on properties in Florida, Georgia, and Oklahoma.
- To support real estate sales and marketing initiatives, my duties included cold texting and phoning potential clients, generating leads, and conducting detailed research.
- Software used: REI reply, Trello, Voxer, Carrot, Propstream, Toptracker, and SignNow.

### Virtual Assistant

December 2021 –  
June 2022

#### NFT Crypto Investor

- In a project-based capacity, I was tasked with securing whitelisting status for various NFT projects.
- My responsibilities included communicating with these projects through chat and call channels.
- I contributed by creating visual content, such as animations and designs, to support their artistic and promotional needs.
- Software used: Social Media, Discord, Canva, Blender

### Customer Service Representative

October 2021 –  
August 2022

#### KMC Solutions – HardRock Sportsbook

- In a dynamic customer service role, I engaged with customers via chat and email, addressing their concerns and providing valuable insights on sports betting.
- My responsibilities extended to offering guidance and resolving inquiries.
- Troubleshooting tasks related to our app were also within my scope of responsibilities.
- I served as a floor walker, offering assistance to colleagues as needed.
- Software used: Salesforce, Slack, Sprout, Microsoft Teams, and Outlook.

### Customer Service Representative

November 2019 –  
February 2021

#### Stellar Philippines – Jetstar Airlines

- In this position, I efficiently interacted with clients via chat and phone to address various issues, including reservations, airline regulations, grievances, and sales.
- I also worked as a floor walker, helping out my coworkers when they needed it and offering them helpful advice.
- Software used: Salesforce, Citrix, and Genesys.

## EDUCATION

### B.S Civil Engineering

University of the East Manila  
University

2015 – 2019

### Immaculate Conception Cathedral School

2011 – 2015

## EXPERTISE

- General Virtual Assistance
- Digital Marketing
- Content Curation
- Content Writing
- Data Sourcing
- Copywriting
- Communication Skills
- Customer Service
- Technical Service
- Time Management Skills

### Technical Support | Website Advisor I

October 2021 –  
August 2022

#### Concentrix – Hostgator

- My duties involved interacting with clients via chat and email to address their different difficulties, including website problems, grievances, domain questions, sales inquiries, account support, and product-related inquiries.
- To ensure a seamless user experience, I was also skilled at investigating and fixing backend website difficulties.
- Software used: Salesforce, Confluence, Google Meet, and WordPress.