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CUSTOMER SERVICE | GENERAL VIRTUAL ASSISTANT

Experienced Customer Service Representative adept at handling inquiries, resolving concerns, processing orders, and providing comprehensive administrative support. Skilled in multitasking, time management, and utilizing various software tools for efficient office operations.

CORE COMPETENCIES

- Customer Service (Multichannel support: phone, chat, email)
- Office Administration (Calendar and task management)
- Multi-Tasking and Time Management
- Proficiency in Microsoft Office Suite, Google Workspace, and project management tools
- Order Tracking and Management, Conflict Resolution
- E-commerce Support, Sales Strategy, Process Improvement
- Social Media Management (Content creation, scheduling, engagement, performance analysis)
- Administrative Support (Calendar, schedule, email management, task organization)
- Content Management (Website editing, personalized email drafting, promotional material creation)
- Effective Client Communication and Invoicing
- Marketing and Promotion (Material development, campaign management)
- Professional Development (Active industry engagement, skill enhancement)

EDUCATION

- Bachelor of Science in Information Technology
Tarlac State University, 2012 – 2016

Notable Coursework:

- Web Development:
 - Developed basic websites using HTML, CSS, and PHP, one of which was monetized as a side venture, demonstrating entrepreneurial skills and practical application of coursework.
- Database Management:
 - Designed and implemented a database system utilizing CRUD (Create, Read, Update, Delete) functions, showcasing proficiency in SQL and database management principles.
- Computer Troubleshooting:
 - Acquired foundational skills in diagnosing and resolving hardware and software issues, demonstrating problem-solving abilities crucial for IT roles.

EXPERIENCE

Phone, Chat, and Email Support Specialist

New York and Company / Fashion to Figure, Intelegencia (November 23, 2022 – March 14, 2024)

- Provided comprehensive support for order-related inquiries via phone, chat, and email.
- Managed orders through various carriers including UPS, USPS, and FEDEX.
- Reduced company's email volume from 20,000 to 12,000 emails.
- Resolved customer concerns in a timely and satisfactory manner.

Virtual Assistant (VA)

The SL DeBarros Law Firm, LLC (October 12, 2022 - January 5, 2023)

- Contributed as a Virtual Assistant, assisting with administrative tasks and content management for two sports brands.
- Responsibilities included ensuring clients had necessary scheduling information and submitting invoices, communicating effectively with clients, managing email correspondence, coordinating calendars, and assisting with webinar registrations.
- Utilized Google Suite and Microsoft Word proficiently.
- Demonstrated commitment, initiative, and problem-solving abilities in a remote work environment.

Freelance Work

IntelligenceAssist VA Services (June 2022 – January 2023)

- Engaged in freelance projects, providing services including creating tailored marketing materials, editing websites for enhanced functionality using Kartra CRM, drafting personalized client emails, and developing promotional materials for marketing campaigns and initiatives.
- Developed skills in calendar management, creating promotional content via different image processing software like Canva and photoshop, drafting and sending marketing and promotional email to clients and taking notes in meetings.
- Maintained active involvement in professional development within the Virtual assistant industry.
- Ended freelance work to focus whole time and effort on Inteleigencia, relinquishing client responsibilities during this period.

Sitel Customer Service Representative (Macy's and Staples)

September 2017 - January 2022

- Handled customer inquiries via phone and chat, ensuring prompt resolution
- Facilitated order placements and provided assistance with promotions and memberships
- Monitored order status and facilitated replacements or returns as needed

Tarlac City Hall Internship

February 2016 - May 2016

- Entered data and organized paperwork for various departments

HOME-BASED / PART-TIME EXPERIENCE

Sourced Social Media Manager

March 2021 – November 2021

- Curated and scheduled 20+ social media posts weekly on Facebook
- Optimized post timings for increased audience engagement by 20%
- Directed initiatives resulting in a 23% rise in social shares and 30% increase in overall post engagement

Online Resource Inc. Virtual Assistant

November 2018 – July 2019

- Managed contact database, booked travel, scheduled meetings, and maintained spreadsheets
- Conducted market research and addressed inquiries via email and phone
- Provided administrative support to clients and co-employees

TRAININGS ATTENDED

- Product Research Training, 2022
- Social Media Management, 2021
- E-Commerce Store Management, 2021
- Shopify Management, 2021
- Product Research Course, 2020
- Basic Graphic Design, 2020
- Basic Video Editing, 2020
- Canva Usage for Social Media, 2020
- Amazon VA Course, 2019
- Hootsuite Training, 2019
- Leadership Training, 2018