

# Jillian Jannah Joie A. De Jiz

VIRTUAL ASSISTANT | SOCIAL MEDIA MANAGER | GRAPHIC DESIGNER

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📍 San Pedro City, Laguna, PH

MY SOCIAL MEDIA: [in](#) [f](#) [p](#)

MY PORTFOLIO: [CLICK HERE](#)

## SUMMARY

As your Virtual Assistant, I aim to manage tasks efficiently and effectively, nurture vibrant social media communities, and help you foster connections with your audience. This leads us to my ultimate goal - the success of your business.

## LANGUAGES

- English
- Filipino

## EDUCATION

**Philippine School of  
Business Administration**  
BS Business Administration  
- Marketing Management

**KodeGo**  
Full Stack Web Development

## CERTIFICATES

**Social Media Management**  
[Certificate](#)

**Basic Elements of Design**  
[Certificate](#)

## SKILLS

- Social Media Management
- Customer Service
- Web Research
- Graphic Design
- E-mail Management
- Calendar Management
- Customer Service
- Problem Solving
- Time Management
- Technical Support
- Data Entry
- Transcription
- Website Development (HTML, CSS)
- Wireframing

## WORK EXPERIENCE

**General Virtual Assistant**  
**Lancaster Kosher | May 2024 - September 2024**

- Graphic Designing - menu, flyers,
- Photo Editing
- Data Entry
- Research

**General Virtual Assistant**  
**B&B Accounting Office Co. | Apr. 2017 - Oct. 2018**

- Assisted with data entry of the company's and clients' transactions.
- Managed social media account and catered to the clients' concerns and questions.
- Created visual content for social media and assisted with other graphic design tasks.
- Helped create a system in managing files, e-mails and messages.

### **Customer Service Representative**

#### **Sutherland Global Services | Nov. 2018 - March 2024**

- Assisted customers in concerns with billing, technical issues, subscription, etc.
- Provided excellent customer service via email, chat, and social media channels.
- Ensured seamless customer experience by providing accurate and efficient solutions to their concerns.
- Assisted in resolving billing disputes.
- Provided technical assistance and troubleshooting guidance for users experiencing app-related issues by offering step-by-step instructions in a clear and concise manner.
- Made sure to always give an extra-mile of service to avoid recurring issues.
- Maintained accurate and detailed records of customer interactions, including billing adjustments, technical solutions, and customer feedback.
- Gathered customer feedback and suggestions which contribute to the improvement of the app as a whole.
- Collaborated with other internal departments to provide resolutions that are tailor-fit for the customer's issues and concerns.

### **Customer Service Representative**

#### **TaskUs | Oct. 2016 - March 2017**

- Provided inbound call support for a retail account based in the United States.
- Assisted customers with order issues, payment processing, returns and exchange of products and other general inquiry.

### **Junior Sales Assistant**

#### **Garena Philippines | Jan. 2016 - Apr. 2016**

- Posted social media content and start community events for players.
- Responded to players comments and assisting them with technical issues.
- Facilitated on-site gaming events.
- Conducted surveys on how the games are performing as well as player satisfaction.
- Edited photos which are to be posted on the in-game store and visuals for social media.
- Maintained a healthy relationship with players by getting involved in playing games with them and ensured that the environment is friendly and accommodating for everyone.

### **Customer Service Representative**

#### **Sitel Philippines | May 05, 2014 - Nov. 18, 2014**

- Provided excellent customer service for customers of the leading telecommunications company in Canada.
- Assisted customers with their inquiries about billing, proration, and made adjustments if needed.
- Followed through with requests for upgrading or downgrading customer's plans and bundles.
- Offered technical support for setting up, configuring and troubleshooting telecom equipment and services.
- Ensured clear communication between customers and technicians if tech visits are required.
- Maintained product knowledge to provide accurate and up-to-date information to customers.