

# Jillian Jannah Joie A. De Jiz

VIRTUAL ASSISTANT | SOCIAL MEDIA MANAGER | GRAPHIC DESIGNER

✉ yourva.lianne@gmail.com

☎ +63 921 834 6551

📍 San Pedro City, Laguna, PH

MY SOCIAL MEDIA:



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  
2012-2015

## 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

### 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.

**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****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****Ibex Philippines | Dec. 2014 - Feb. 2015**

- Provided exceptional inbound call support for customers of the leading telecommunications company based in the United States.
- Assisted customers with billing inquiries, payment processing, and account adjustments.
- Acted as the first point of contact for customers seeking assistance with telecom services, including phone, internet, and television.
- Diagnosed and resolved customer issues related to service interruptions, billing discrepancies, technical problems, and account inquiries.
- Escalate complex technical issues to the appropriate technical teams while providing clear information to the customer.
- Educated customers on various billing options and provide guidance on managing their accounts effectively.
- Proactively suggested plans and services that best suit every customer.
- This included upselling, upgrading and adding services.

**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.