VIRTUAL ASSISTANT

MARKETING

somethen@gmail.com

PROFESSIONAL SUMMARY

Dedicated and detail-oriented professional with three years of experience in data entry, one year in sales, six months in customer service, and three months in virtual assistant roles. Adept at handling large volumes of information with accuracy and efficiency. Known for providing exceptional customer service and cultivating positive relationships with clients. Skilled in adapting to new environments and collaborating with cross-functional teams to achieve organizational goals. Looking to utilize my diverse skill set and grow professionally in a dynamic work setting.

ACADEMIC BACKGROUND

BICOL UNIVERSITY   2019 - 2020

BA JOURNALISM

CAREER HISTORY

DATA ENCODER   2018 to 2021

- Achieved a 100% accuracy rate in data entry, ensuring all information is entered correctly on the first attempt.
- Successfully managed large volumes of data, consistently meeting tight deadlines.
- Streamlined data entry processes, resulting in a 30% reduction in turnaround time for file completion.
- Received recognition for maintaining a high level of quality in data entry and meeting project goals.
- Developed strong attention to detail and organizational skills, resulting in improved data accuracy and efficiency.

SALES ASSISTANT

- Successfully generated customer engagement through a good social media management.
- Responsible for the creation of concept about the store's logo and other marketing strategy that leads more sales

CUSTOMER SERVICE AGENT   2022 to 2023

- Achieved an average customer satisfaction rating of 95% through excellent communication skills and problem-solving abilities.
- Consistently exceeded the daily target of handling 60-100 chats and emails, resulting in increased customer engagement and reduced response time.
- Demonstrated exceptional sales skills by successfully pitching and closing furniture sales, resulting in a 10% increase in revenue.
- Efficiently managed the tracking of customer orders and deliveries, ensuring timely and accurate delivery of products to customers.
- Received multiple positive customer feedback and ratings for providing excellent customer service, resulting in increased customer loyalty and retention.
- Maintained a low cancellation rate and product return rate through effective communication with customers and prompt resolution of their issues.
- Successfully handled a high volume of inbound and outbound calls, ensuring customer inquiries and concerns were resolved in a timely and professional manner.