



Almond Nuestro

PROFESSIONAL SKILLS

- **Portfolio:** [My Portfolio Here](#)
- **Strong Communication Skills**
- **Project Management**
- **Inbox Management**
- **Calendar Management**
- **Social Media Management**
- **Appointment Setting**
- **Video Editing**
- **Photo Editing**
- **Call Handling**
- **Data Entry**

SOFTWARE EXPERIENCE

- **SOCIAL MEDIA PLATFORMS**
- **ADOBE PHOTOSHOP**
- **CANVA**
- **ADOBE PREMIERE**
- **DAVINCI RESOLVE**
- **OFFICE 365**
- **FILMORA**
- **ZENDESK**
- **SALESFORCE**
- **RINGCENTRAL**
- **SKYPE**
- **ZOOM**
- **ADOBE LIGHTROOM**
- **MONDAY.COM**
- **SALESFORCE**
- **WORKDAY**
- **GENESYS CLOUD**
- **HUBSPOT**
- **MAILCHIMP**
- **CLICKUP**
- **ASANA**
- **TRELLO**
- **GOOGLE WORKSPACE**

WORK EXPERIENCE

SOCIAL MEDIA MANAGER / RECRUITMENT

CLE Home Pros | Renovision Restoration | September 2024 - October 2025

- An all-around home restoration company handling rentals, buying, and selling of properties. Responsible for contractor recruitment, appointment setting, data entry, and sourcing. Manages social media content and engagement, and coordinates with Cleveland City Hall to obtain necessary project permits.

SOCIAL MEDIA MANAGER

Summit VA Solutions | April 2023 - June 2024

- Video Editing, posting videos to all Social Media Platforms
- Drafting a contract
- Responding to DM's and appointment setting

EXECUTIVE ASSISTANT

Pineapple VA Hub| Aug 2021- January 2023

- Call handling, inbound and outbound calls
- Data entry and Inventory
- Social media management, responding to DM's

CUSTOMER CARE SPECIALIST

HelloConnect| Sep 2020 - May 2021

- This is a food delivery company in Australia. I am assisting customers on how they can place an order. Provide them with the delivery details and make a report for them if there is an issue once the box is received.

CHART RETRIEVAL SPECIALIST

Change Healthcare | Oct 2019- Apr 2020

- Works to procure medical documents and records about a patient's health care. We do this to ensure secure remote access for healthcare providers, billing departments, or workers processing an insurance claim.

CUSTOMER SERVICE REPRESENTATIVE

eBay - ePerformax | Feb 2017 - Mar 2018

- Handling escalations and general inquiries. Providing high quality customer service via phone and email.
- I was a Subject Matter Expert, supporting new hires.

EDUCATIONAL

Cavite State University - Hotel and Restaurant Management
2010 - 2014