




# ESTHER SANTOS

V I R T U A L   A S S I S T A N T



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## PROFILE

I am an open-minded millennial who is extremely motivated to constantly improve my skills and be an initiator of change in an organization that will challenge me further.

## SKILLS

- Email Management
- Design Thinking
- Customer Service
- Proofreading
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication

## EXPERIENCE

### VIRTUAL ASSISTANT

Start Your Boutique  
Aug 2021 - Aug 2022

- I designed graphics for the company's social media accounts.
- I managed emails from students using the company's standard operating procedure.
- I scheduled zoom meetings, and also schedule contents to be posted on our social media accounts.

### GENERAL TRANSCRIPTIONIST

Linguo Go  
February 2021- August 2021

- Converted TikTok audios to text.
- Categorized and labeled content data accordingly.
- Reviewed and edited transcriptions done by speech recognition software, and identified any inconsistencies.

### GENERAL TRANSCRIPTIONIST

BUNCH  
October 2020 - January 2021

- Performed speed typing with 100% accuracy to meet the daily quota.
- Categorized and labeled content data accordingly.
- Assessed the content and then attach tags to the content

## EDUCATION

### ASSOCIATE IN HOTEL AND RESTAURANT MANAGEMENT

University of the Visayas  
2017

## **GENERAL TRANSCRIPTIONIST**

QA World

October 2019 - January 2021

- Created written versions of audio or video recordings, meetings, and conversations.
- Proofread written transcriptions to ensure they are 100% accurate.
- Performed active listening and typed written versions of audios.

## **CUSTOMER SERVICE REPRESENTATIVE**

SYKES

March 2016 - May 2016

- Utilized computer technology to handle high call volumes.
- Provided information and solved customer problems.
- Suggested solutions when a product malfunctions.

## **CUSTOMER SERVICE REPRESENTATIVE**

Tech Mahindra - Vcustomer

October 2013- January 2014

- Took payment information and other pertinent information such as addresses and phone numbers.
- Resolved customer complaints via phone.
- Assist with placement of orders, refunds, or exchanges