

FAITH ALERIS ECHANO

EXECUTIVE ASSISTANT



+63 994 099 1141



falerisechano@gmail.com



Marikina City, NCR, Philippines, 1807

About Me

To attain a position with an established company that will expound on my technical knowledge offers growth and the opportunity for advancement and professional development, as well as key participation, immediate challenges, and career opportunities.

Experience

Dan Chris Jewelry, *Executive Assistant*

Los Angeles, California, (Work from Home), 2024-06 - Present

Overseeing e-commerce activities, mainly on Amazon, to ensure effective product listings, competitive pricing, proper inventory management, and smooth shipping logistics.

Giftcash Inc., *Procurement & Redemption VA*

Nevada, USA, (Work from Home), 2022-11 - 2023-05

Redeeming gift cards and buying products is a straightforward process that enables customers to use their prepaid gift cards for shopping. The balance on the card is deducted from the total cost of the purchase.

Cloudworkz Ltd., *Executive Assistant, Quality Control & Data Manager*

London, United Kingdom, (Work from Home), 2022-11 - 2023-05

I assist executive leadership by upholding quality control and data management standards. In my role as a Quality Control Manager, I make sure that agent calls adhere to established standards, monitor workflows, and perform audits. As a Data Manager, I manage data collection, analysis, and scraping to aid in decision-making and uncover valuable insights.

ChokChop, *Team Lead, Online Marketing VA*

Ontario, California, (Work from Home), 2020-02 - 2020-11

Supervises digital marketing strategies, ensuring VAs align with company goals and support campaigns across online platforms. Provides tools, training, and performance evaluations to maintain quality and efficiency.

Inspiro Relia, *Workforce*

Mandaluyong, Philippines, (Office Based), 2019-03 - 2020-02

Enhancing workforce operations to increase efficiency and productivity. Key responsibilities involve monitoring performance, managing schedules, analyzing workload trends, and suggesting staffing changes.

Intellibridge Inc., *Recruitment Associate*

Mandaluyong, Philippines, (Work from Home), 2019-01 - 2019-03

Responsible for supporting the recruitment and hiring processes within an organization. Sourcing, screening, and engaging candidates for open positions, ensuring that the company attracts and hires qualified talent.

AECC Global, *Administrative Assistant*

Makati, Philippines, (Office Based), 2019-01 - 2019-03

Responsible for managing administrative tasks to ensure the daily operations run smoothly, which includes preparing reports, entering data, and handling emails, phone calls, and memos.

JD Bands Jewelry, *Online Sales, Customer Support, and Marketing VA*
Los Angeles, California, (Work from Home), 2013-09 - 2018-12

Managing e-commerce platforms requires processing orders, updating product listings, and managing pricing and promotions. It also entails responding to customer inquiries, and ensuring a positive shopping experience. Furthermore, it involves creating digital marketing strategies for social media, email, SEO, and paid advertising.

Reyes Barbeque, *Assistant Manager*
Quezon City, Philippines, (Office Based), 2011 - 2012-06

Supervising and training front-of-house staff to guarantee outstanding customer service, safety, and a positive work atmosphere. Addressing customer concerns, resolving complaints, and ensuring a fantastic dining experience. Assisting with inventory management, maintaining cleanliness, and taking care of equipment and facilities.

Telus international Philippines, *Telus Customer Support Representative*
Taguig City, Philippines, (Office Based), 2006-11 - 2008-02

Handling customer interactions through calls, emails, or chats to address billing, account, service, and technical concerns. Offering information about services, promotions, and products to aid in decision-making. Helping with account updates, orders, and subscriptions to ensure customer satisfaction. Escalating more complex issues to higher-level support when necessary.

Gancayco, Balasbas & Associates Law Offices, *Secretary*
Manila City, Philippines, (Office Based), 2005-04 - 2005-12

Provides administrative support by scheduling appointments, managing calendars, preparing legal documents, communicating with clients, and organizing case files and confidential records.

Education

Kalayaan College, *Bachelor of Science in Hotel and Restaurant Management*

Provides students with essential leadership skills tailored for the hospitality industry. It encompasses various areas such as hotel operations, restaurant management, food services, customer service, marketing, and business. Students gain the knowledge to effectively manage operations, staff, and enhance customer experiences in hotels, resorts, and restaurants.

PATTS - College of Aeronautics, *Bachelor of Science in Hotel and Restaurant Management*

The program focuses on building leadership skills in the hospitality and aviation sectors, including hotel operations, restaurant management, food services, customer service, marketing, and business practices. Students acquire hands-on experience by managing operations in airports, airlines, and aviation-related businesses, all while upholding high service standards.

World Citi Colleges, *Bachelor of Science in Nursing*

A degree program designed to prepare students for a career as registered nurses (RNs) by blending classroom instruction with hands-on clinical experience. It provides students with the necessary skills to deliver high-quality care in various healthcare environments and paves the way for advanced nursing positions and specializations.

Expertise

- Canva
- Data Scraping
- E-commerce
- Inbox Management
- Landing Page
- Calendar Management
- Google Workspace
- Data Entry