



GILLIAN ORTIZ

**MULTIFACETED SUPPORT AND
DIGITAL SOLUTIONS MANAGER**

CONTACTS

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ABOUT ME

I am a seasoned professional with over ten years of experience, specializing in a diverse range of roles that include real estate Virtual Assistant, Executive Assistant, Customer & Technical Support Specialist, and Social Media Specialist. My expertise is further complemented by my graphic design and video production skills, equipping me to offer a comprehensive array of services to my clientele.

My career is distinguished by an unwavering commitment to excellence. This is evident in my

WORK EXPERIENCE

CLIENT ACCOUNT EXECUTIVE

📍 New York

AOA

Jan 2022 - Jul 2024

As an Account Executive at an accounting firm, I work directly with clients to understand their goals and determine how our company can meet them. My duties include regularly meeting quotas and client expectations, helping clients understand their budget or resource limits, and consistently meeting project deadlines set by the client

REAL ESTATE VIRTUAL ASSISTANTS (REVA)

📍 Miami

Buy & Rent Miami

Jan 2023 - May 2024

Customer service for clients via text, phone, and email includes getting the proper documents from them and getting them signed on time—other virtual assistant duties.

SEASONAL CUSTOMER SUPPORT SPECIALIST

📍 Australia

Crypto Tax Calculator

Jul 2023 - Apr 2024

Providing support to customers directly via Intercom and email to assist with queries about the platform. Analyzing support queries to determine trends in user issues and frequently asked questions.

SEASONAL CUSTOMER SUPPORT SPECIALIST

📍 FORT
MYERS

Upright Cane

Jan 2023 - Sep 2023

Customer support representative to handle calls from past customers and new inquiries, especially for our elderly clients.

SOCIAL MEDIA SPECIALIST

📍 Vancouver

CXM - Northland Ford

Jun 2021

- Led reputation management initiatives by proactively monitoring and addressing customer feedback on

scrupulous task management, the streamlining of operations, and the development of strong client relationships. Whether I'm flawlessly handling administrative duties or crafting compelling social media content, I bring a blend of creativity and strategic thinking to every aspect of my work.

My proven ability to captivate audiences and deliver measurable results is a testament to my capabilities. I am excited about the prospect of joining your team and am confident in my ability to contribute to, and drive, its success with my dynamic mix of creativity, strategy, and a solid track record of performance.

SKILLS

- Customer Service
- Communication Skills
- Technical Proficiency
- Content Creation and Marketing
- Organizational Skills
- Analytics and Research
- Problem-Solving
- Creativity and Strategic Planning
- Market Knowledge
- Expertise in Platform Selection and Setup (Shopify, WooCommerce, Magento, etc.)
- Product Research, Listing, and Optimization
- Conversion Rate Optimization (CRO) Techniques
- Seamless Order Fulfillment and Inventory Management
- Effective Marketing and Advertising Campaigns (PPC, SEO, Social Media)
- Detailed Analytics and Performance Tracking

social media channels.

- Collaborated in sales and service strategy meetings to integrate social media efforts with overarching customer engagement goals.

CUSTOMER SUPPORT

📍 California

Stack Commerce

Oct 2021 - Jul 2022

- Delivered exceptional customer service by promptly addressing inquiries, concerns, and complaints, fostering a positive experience.
- Facilitated seamless order processes, including assistance with inquiries, returns, and exchanges.
- Collaborated cross-functionally to expedite resolution of customer issues and escalated complex situations as needed.

ACCOUNT SUPERVISOR

📍 Texas

Dressbarn

Jun 2020 - Dec 2021

- Spearheaded CS & SM support initiatives as an Account Supervisor, enhancing customer satisfaction and engagement.
- Expertly navigated the complexities of chargeback analysis, minimizing financial discrepancies and safeguarding revenue.
- Streamlined billing processes, ensuring accuracy and efficiency in financial operations.

ACCOUNT MANAGER

📍 Sydney

Heavenly Divine Co.

Aug 2019 - Mar 2021

- Spearheaded customer success and social media support initiatives, enhancing client satisfaction and engagement.
- Expertly navigated fraud detection and chargeback analysis, mitigating financial risks and protecting company interests.
- Streamlined billing processes, ensuring accuracy and efficiency in financial operations.

VIRTUAL EXECUTIVE ASSISTANT

📍 California

Zeit Bike USA

Oct 2019 - Nov 2020

- Expertly streamline executive workflows, significantly enhancing productivity with CEO Concierge's Virtual Assistant services.

- Entrust your tasks to a team renowned for exceptional professionalism and unparalleled efficiency.

DIGITAL MARKETING SPECIALIST

OneIMS USA

Dec 2018 - Aug 2019

- Spearheaded brand maintenance through dynamic marketing campaign execution.
- Conducted comprehensive market research to inform strategic planning.
- Collaborated with marketing teams to develop and implement campaign strategies.
- Crafted compelling content to drive marketing campaign success.

CLIENT SUPPORT SPECIALIST

 *North Carolina*

DigitalKickstart

Nov 2014 - Nov 2018

- Efficiently resolve client technical issues related to our business application on websites via Intercom.
- Liaise seamlessly with the app programmer to ensure prompt and effective communication.

TRAVEL CUSTOMER SUPPORT SPECIALIST

Avoya Travel USA

Aug 2014 - Oct 2019

- Delivered comprehensive travel support, including information dissemination, reservation bookings, and ticketing services.
- Expertly managed and serviced existing travel reservations, enhancing customer satisfaction.
- Guided customers through company website features, optimizing their user experience.
- Addressed and resolved traveler concerns promptly, emphasizing swift resolution and urgency.
- Upheld a dedication to superior customer service, ensuring timely and professional call responses.

BPO CUSTOMER & TECHNICAL SUPPORT

 *Davao City*

Davao BPO Company

Jun 2009 - Aug 2014

June 2014–Aug 2014 • Alorica PH (T-Mobile)

Customer Service: Tech & CS Support, Sales & Billing

Feb. 2013–May 2014 • Convergys (AT&T)

Team Leader Supervisor: • Supervising and monitoring a group of call center staff

Sep. 2012 - Jan. 2013: Convergys (AT&T)
Newbie Trainor: Onboarding Training

Mar. 2012–Sept. 2012 • Convergys (AT&T)
Technical & Customer Support • Services & Billing

Aug. 2010–Mar. 2012 • TP PH (Comcast)
Tier II Technical Support • Customer Service & Billing

Jun 2009–Aug 2010: IQOR PH. (HABAND & AMO)
Customer Service: Order Entry, Sales & Billing

EDUCATION

2023

BACHELOR OF SCIENCE ACCOUNTANCY

Philippine Women's College of Davao: PWC, Davao City

A Bachelor of Science in Accountancy involves preparing and analyzing financial statements, ensuring compliance with regulations, managing budgets, preparing tax returns, designing internal controls, providing financial advice, overseeing accounts, and maintaining ethical standards and confidentiality.

2013

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

AMA Computer College of Davao, Davao

- Specialized in system management, software development, cybersecurity, data analysis, and technical support through a Bachelor of Science in Information Technology.
- Proficient in networking, database management, system administration, and IT project management post-graduation.