

CONTACT

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- May 23, 1991
- [Canva Online Portfolio Link](#)

GUIA MAY CO

Highly organized and detail-oriented Virtual Assistant with years of experience providing exceptional administrative and logistical support to individuals and businesses. Proven track record of effectively managing calendars, coordinating meetings, handling correspondence, and executing various administrative tasks remotely. Proficient in utilizing communication tools, productivity software, and collaboration platforms to ensure seamless operations and enhance productivity. Strong written and verbal communication skills, coupled with excellent time management and problem-solving abilities. Dedicated to delivering high-quality assistance while maintaining confidentiality and professionalism. A proactive and adaptable team player, capable of multitasking and meeting deadlines in fast-paced environments.

EDUCATION

St Peter the Apostle School

1997-2009

Completed Elementary and Secondary Education

San Beda College, Mendiola

2009-2013

Degree: Bachelor of Science in Business

Administration, Major In Marketing Management

JOB EXPERIENCES

SUMMARY

- ISA - Virtual Professionals (2023)
- Virtual Assistant / Sales / Regulator - FIIK California Based Company (2022-2023)
- Freelance Makeup Artist (2017- 2023)
- Small Business owner - (Marketing ,Sales, Social Media Management, Branding , Advertising, Inventory Management ,Financial Management, Strategic Planning, Research, Negotiation, Adaptability and Creativity) of a Perfumery, Vape Juice, Crispy Lugaw, Emshawrap (Shawarma and Empanda) and Crave Tuyo (Present 2023)
- Sales and Marketing Family Business (Frozen Goods (2022)
- Merchandising Coordinator at Gaisano Grand Group of Companies (2013-2016)
- Family Business Sales (Bakery and eatery) (2010)
- Retailer of Glam lab products and Guard Intern at UNILAB

SKILLS

- Analytical with multi-tasking abilities, hardworking and result oriented.
- Computer literate
- Creative
- Detail Oriented
- Experienced in purchasing and inventory, sales and marketing, shoes retail, & specialty store concept
- Fluent in both English and Filipino and a bit of Chinese (mandarin and folk Yuen)
- Good interpersonal relationship with customers and peers Team player
- Good leadership and interpersonal relationship
- Integrity and Dependability
- Practiced in product development and in house brand handling
- Proficient in written and oral communication
- Quick Thinking And Effective Decision Making
- Social Media Management
- Time Management Skills

TOOLS

- Calls** - Ready Mode & Entrance
- Communication and Collaboration Tools** - Microsoft Teams, Google Workspace, WhatsApp, Slack
- CRMs**
- Editing Tools** - Adept user of Adobe Photoshop & Lightroom , Canva & PicsArt (Photo Editors) , Capcut & U lead (Video Editors)
- Email Management Tools** - Gmail
- File Storage, Sharing Tools and Documentation Tools** - Google Drive & Dropbox
- Merchandise Management System** - Proficient in JDA-MMS
- SEO Management Tools**
- Task Management Tools** - Trello
- Video Conferencing Tools** - Zoom & Google Meet
- Websites** - Wix
- Invoice and Payment Tools** - Paypal

WORK HISTORY

Inside Sales Agent

Virtual Professionals

2023

- Responsible for generating leads, qualifying prospects, and nurturing them through the sales process primarily via phone calls, emails, and other digital communication channels.
- Conduct outbound cold calls to introduce the company's products or services to prospects and generate interest.
- Check client's eligibility
- Utilize effective questioning techniques to identify high-priority prospects and opportunities
- Engage in effective communication to establish trust and credibility with potential customers.
- Deliver persuasive sales pitches and presentations that highlight the benefits and value of the products or services offered by the company.
- Regularly follow up with leads to maintain engagement and nurture them through the sales funnel.
- Utilize Customer Relationship Management (CRM) software to record and track all interactions with prospects and maintain accurate and up-to-date lead information.

- Active Listening
- Adaptability
- Closing Deals
- CRM Management
- Follow-ups and Lead Nurturing
- Goal-Oriented
- Handling Objections
- Lead Generation
- Lead Qualification
- Persuasion and Negotiation
- Problem-Solving
- Product Knowledge
- Relationship Building
- Resilience
- Sales Pitch and Presentation
- Sales Reporting
- Team Player
- Time Management

Virtual Assistant

FIIK LLC

2022-2023

- Help with administrative duties like email management, appointment setting, document organization, and record keeping. Manage correspondence, write and edit documents, and put together reports to help the operation function smoothly.
- Coordinate appointments, meetings, and events by managing calendars and timetables. Ensure efficient time management, settle scheduling issues, and be an effective reminder support.
- Manage email and other forms of communication on behalf of the individual or business. Draft and proofread emails, memos, and other documents. Maintain professional and timely communication with clients, stakeholders, and team members.
- Gather information through conducting research on a variety of topics. Participate in data analysis duties, such as gathering and organizing data, putting together reports, and highlighting relevant results.
- Help in planning and coordinating online meetings, including setting up video conferences, sending invitations, and resolving technical issues as they arise.
- Assist in setting priorities, controlling deadlines, and monitoring the status of various projects.
- Call clients to solve issues and concerns. CRM Demo to clients and partners
- Use the utmost discretion when handling private and sensitive information.
- Follow data security guidelines and make sure privacy laws are followed.

- Administrative Support
- Email and Call Management
- Virtual Meeting Support
- Manage a contact list
- Manage and Organize Drive
- Prepare customer spreadsheets and keep online records
- Calendar and Schedule Management
- Transcriptions and Action item Extractions
- Research
- Provide customer service as first point of contact
- Tracking of Sales
- Task and Project Management
- Confidentiality and Data Security

WORK HISTORY

Merchandising Coordinator

Gaisano Grand Group of Companies
2013-2014

- Handles 27 Visayas & Mindanao Stores
- Shoes Department became 3rd in sales ranking.
- Within 2 months, was assigned as Merchandising coordinator for Houseware and Ladies Department after that, I was assigned as Merchandising Manager for Shoes Department
- Coordinates with systems department to improve usage & systems process
- Directly oversees screening, selection and distribution of merchandise in the Shoes department
- Does fashion forecast for latest trends every season
- Through analysis of sales, Open to buy, stock level, and turn over, promotional merchandise status, a good progress report and inventory forecast in produce
- Implement and enhances merchandising strategies to widen market reach and achieve dominance

- Analytical Skills
- Attention to Detail
- Communication Skills
- Computer Skills
- Inventory Management
- JDA - tool
- Merchandising Strategy
- Product Assortment
- Retail Knowledge
- Time Management
- Visual Merchandising

SUMMARY
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CERTIFICATE & TRAININGS

UDEMY ONLINE COURSE - AWS CERTIFIED CLOUD

PRACTITIONER TRAINING BOOTCAMP

• UDEMY ONLINE COURSE - MICROSOFT AZURE FUNDAMENTALS

TRAINING BOOTCAMP 2021

• SEPTEMBER 2010 JUAN AVENUE : WINNING THE CORPORATE RACE

• COLLEGIO, DE SAN JUAN DE LETRAN

• INTRAMUROS, MANILA

• MR. FRANCIS FLORES MARKETING DIRECTOR- GREENWICH PIZZA

• DECEMBER 2010 MARKETING SERIES" EXCELLENCE AROUND THE CORNER" SAN BEDA COLLEGE, MANILA

• DECEMBER 2010 IKAW ANG BOSS NGAYON PART1 SAN BEDA COLLEGE, MANILA

• MS. MICHELLE FUENTEBELLA YES PROGRAM - BOARDWALK

• IKAW ANG BOSS NGAYON PART2 SAN BEDA COLLEGE, MANILA

• MR. FELIX NG PROJECT MANAGER - BOARDWALK

• MR. RANDY HERRERA ACCOUNT MANAGER - SPLASH

• FEBRUARY 2011 "L.O.L" LEARNING OPTIMISTIC LIFESTYLE

• SAN BEDA JUNIOR MARKETING ORGANIZATION

• FEBRUARY 2011 MADWORLD 2.0

• UNLEASHING JUAN'S CREATIVITY

• WORLD TRADE CENTER

• PHILIPPINE JUNIOR MARKETING ASSOCIATION

JOB
EXPERIENCES