



JANICA T. VELASCO

VIRTUAL ASSISTANT & CUSTOMER SERVICE REPRESENTATIVE

CONTACT

+639199511737

018 Magnolia Street Quirino Magsaysay Upper, Baguio City, Benguet

NICAVVVTAGORDA@GMAIL.COM

SKILLS

- Active listener
- Adaptable
- Can easily establish rapport
- Quick learner
- Creative
- Communication Skills
- Listening Skills
- Negotiation Skills
- Digital Marketing Knowledge
- Social Media Management
- Content Creation

ABOUT ME

Passionate sales professional with a track record of exceeding targets and building strong client relationships. Eager to leverage dynamic energy and proactive approach to drive sales success. Strong communication and negotiation skills. Ready to contribute to organizational growth and make a positive impact as a Sales Representative.

EDUCATION

Tertiary: *Saint Louis University College*

Lower Bonifacio Street, Baguio City, Benguet
Bachelor in Psychology
Cum Laude
2021-2024

Relevant courseworks:

- Guidance and counseling
- Psychological Assessment
- Abnormal Psychology

Secondary: *Saint Louis University Laboratory High School*

Brookside, Baguio City, Benguet
2014-2020

Elementary: *Saint Louis University Elementary School*

Upper Bonifacio, Baguio City, Benguet
2008-2014

EXPERIENCE

EMINENCE MANUFACTURING

Virtual Assistant and Customer Service Representative
2021-2024

As a Customer Service Representative for a brand manufacturer, I managed both inbound and outbound sales operations, overseeing posting and ads to enhance brand visibility. Handling customer inquiries through various channels, including email, call, and chat, I provided timely and personalized assistance to ensure customer satisfaction. Additionally, I spearheaded creative initiatives, crafting compelling content to reach target audiences effectively. My multifaceted role enabled me to contribute to the company's success by driving sales and fostering positive customer relationships.

Applications used:

Canva
MS Word
MS Excel/Spreadsheet
Google Drive
Google Calendar
Business suite
Meta Ads