

# JAQUELYN LORENZO

+63) 927 484 3821 [calayojaquelyn71@gmail.com](mailto:calayojaquelyn71@gmail.com)

Valenzuela City, Philippines

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I am a Hardworking, Customer-Centric Virtual Assistant, and Customer Support Agent with over Six years of experience in the customer service industry including sales, tech support, and customer care. Highly resourceful and able to adapt effectively to a constantly changing environment. Excellent work ethic in handling several projects with administrative responsibilities to increase business output. Focused on quality and determined to complete assignments with grit and care. Ability to give first-rate service with confidence and effectiveness in every interaction to guarantee client happiness and retention.

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## KEY COMPETENCIES

Customer service assistant  
Facebook Ads  
Management  
Converting pdf-word-pdf  
Research  
Scheduler  
Data Entry

Pinterest manager  
Calendar management  
Web research  
Following up with  
client/customer  
Booking appointment  
Video editing using

Canvas/Cap Cut/RNI  
Content/Article Writing  
and Website Posting  
Meeting Scheduling  
Other task/project support

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## PROFESSIONAL EXPERIENCE

### Anne's Meatshop

March 2019 – January 2024

Local General Virtual Assistant

Running ads on Facebook, Instagram, Messenger or Audience Network, taking orders online, organizing documents and files, messaging and responding to clients, email, call and text application, research products, purchase goods & secure samples, gather data and prepare reports, editing photos and videos

### ALORICA

October 2018 – January 4 2019

Technical Support Representative

Provided remote assistance to customers experiencing technical difficulties, guiding them through step-by-step resolutions with patience and professionalism.

### TELUS

December 2017-September 2018

Customer Service Representative

Handle complaints, provide appropriate solutions for customers, support for customers with subscription, billing, and other queries, and utilize tools, databases, software, and scripts.