



JETITH GUIMTE

GENERAL VIRTUAL ASSISTANT



CONTACT

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EDUCATION

- Mati Polytechnic College
Bachelor of Elementary Education
Completed in 2022
- Aspire VA Training Hub
VA Training Program Certificate
Completed in 2024



SKILL

- Basic Administrative Tasks
- LinkedIn Optimisation and Lead Generation
- Social Media Management and Canva Design
- WordPress Profile Optimisation



AWARDS

Jan 2023 | Concentrix
Top 2 Agent of the Month

PROFILE

A highly skilled and adaptable Virtual Assistant with a strong background in customer service, team leadership, training, lead qualification, and appointment setting. I am dedicated to providing exceptional support while optimizing operational efficiency. Known for my ability to manage multiple tasks, prioritize effectively, and deliver top-notch service, I excel at building strong client relationships and ensuring customer satisfaction. As a proactive and results-driven professional, I am eager to contribute my expertise to help businesses streamline processes and achieve their goals.

WORK EXPERIENCE

Customer Service Representative | Nov 2024 - Jan 2025

Gradient Solar Systems | Remote

Skilled in helping clients set up and manage their retail websites, including adding products, updating inventory, and tracking orders. Experienced in guiding clients through the process, resolving issues, and providing support to streamline their e-commerce operations.

Appointment Setter | Sept 2024 - Jan 2025

Gradient Solar Systems | Remote

Scheduled appointments for solar consultations, shared information on solar solutions, answered questions, and recorded client details to support sales.

Lead Qualifier | Aug 2024 - Sept 2024

Worker | Remote

Reached out to potential clients, assessed loan eligibility, gathered information, and connected qualified leads with loan specialists.

Customer Service Representative | Feb 2024 - Aug 2024

Flatworld Solutions | Davao City

Assisted customers with home warranty inquiries, handled billing issues, processed service recovery requests, and resolved concerns effectively. Promoted additional services through upselling and cross-selling to meet customer needs and enhance satisfaction.

Team Lead Trainee | Oct 2023 - Jan 2024

Concentrix | Davao City

Helped lead a team for a retail account by monitoring performance, offering guidance, and supporting daily tasks to improve efficiency and meet goals.

Product Ready Trainer | Jul 2023 - October 2023

Concentrix | Davao City

Trained teams on product knowledge, sales techniques, and customer service skills to ensure they were prepared to meet performance expectations and deliver excellent service for a retail account.

Customer Service Representative | Sept 2022 - July 2023

Concentrix | Davao City

Handled customer inquiries for a retail account, processed orders, tracked shipments, and managed service recovery requests. Worked to resolve issues quickly and ensure customer satisfaction.