



# Julienne Gyla Manuel

## PROFESSIONAL SKILLS

- Email Management
- Documentation
- Cold calling
- Strong Attention to Details
- Multitasking Skills
- Critical Thinking Skills
- Problem Solving Skills
- Excellent English Communication Skills
- Basic Graphic Designing
- Organizational Skills
- Leadership Skills
- Fast Learner
- Active Listener
- Detail Oriented
- Time Management

## SOFTWARE EXPERIENCE

- Microsoft Office
- Google Apps
- Slack
- Discord
- Canva
- Logistics Apps (Aljex, MyCarrierProfile, Carrier 411, Epay Manager, and Macropoint)

## WORK EXPERIENCE

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### TECHNICAL SUPPORT REPRESENTATIVE

Telstra Powered by Teletech |  
February - December 2018

- Identified hardware and software solutions
- Spoke to customers quickly to get to the root of their problem
- Troubleshoot internet and phone issues
- or to highlight any achievements

### CONFERENCE ADMINISTRATOR

West Technology and Communication Services |  
January 2019 - February 2020

- Conducted and documented phone conferences
- Called and connected clients for phone conferences

### MERCHANT AFFILIATIONS OFFICER

One Incentives System Advocates | February 2020 - May 2020

- Cold calling
- Offered promotional partnership

### CUSTOMER SUPPORT

JP Morgan Chase | August 2020 - July 2021

- Assisted customers with their banking needs
- Consulted with customers about various banking products and services and
- helped them select the appropriate product or service that meets their needs

### VIRTUAL ASSISTANT

Freight-tec | July 2021 - July 2024

- Email management
- Onboarded carriers
- Track and tracking loads
- Calling and emailing drivers and carriers
- Collecting of BOLs and PODs
- Giving advance checks

## EDUCATION

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### SAN BEDA UNIVERSITY

June 2013 - May 2017  
BS Psychology



# Julienne Gyla Manuel

## VIRTUAL ASSISTANT

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### CONTACT DETAILS

Email:  
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+63 995 032 6396

### SUMMARY OF WORK

I have worked as a technical support representative for an Australian based telco company, customer, conference administrator for UK based clients, customer representative for a financial bank account in the US, a merchant affiliations officer and a virtual assistant for a freight brokerage company based in the Us

I am writing in regards to the opening for a Virtual Assistant in your company. I have 3 years wonderful of experience working as a virtual assistant at a freight brokerage company in the US and I also had multiple years of experience being a customer support and a few months of being a merchant affiliations officer which is very relevant to the position.

You should hire me because I am confident that I can fulfill my duties and responsibilities and most importantly I am open to new learning opportunities. My skills and knowledge such as multi tasking, strong attention to detail, strong English communication skills, being a quick learner and organization skills fits perfectly for the position. I have also acquired leadership skills, problem solving and critical thinking skills from my previous experiences and with that being said I believe those are the best characteristics that a Virtual Assistant must obtain.