



Kent Esden

General VA | CSR

CONTACT

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Address

La Trinidad, Benguet

SKILLS

- Lead Generation
- Customer service/
Appointment setting
- Content writing
- Product research
- Social media management
- Photo / Video production

EDUCATION

June 2014- May 2016
STI College Baguio
Associate in Computer Technology

AWARDS

May 2016 STI College
Service to STI

QUALITIES

- Trainable: Open to learning, adaptable, and acquiring new skills.
- Fast learner: Quick at grasping concepts and acquiring knowledge.
- Detail-oriented: Attentive to details and thorough in tasks.
- Creative: Innovative thinker who can generate outside-the-box ideas.
- Independent: Self-reliant and able to work autonomously.
- Resourceful: Skilled at problem-solving and utilizing available resources.
- Dedicated: Committed and devoted to tasks and responsibilities.
- Team player: Collaborative and effective in teamwork.

EXPERIENCE

○ 2022 - Present

Remote | Freelancer

General VA | Product Researcher | Content Creator

In my previous job, I excelled as a General VA, providing comprehensive virtual assistance. Additionally, I utilized my expertise as a Product Researcher and Content Creator, delivering valuable market insights and creating engaging content for various platforms.

○ February 2022 - May 2022

Peak Support | Remote

Associate

As an Associate, I adeptly handled email support, managed social media platforms, utilized Salesforce for data management, and utilized Jira for efficient task tracking and project management. I ensured accurate data entry and maintained organized databases for seamless operations.

○ February 2020 - November 2021

Teleperformance Philippines | Baguio City

Captioning Agent | Subject Matter Expert

As a Captioning Agent for over a year, I provided accurate and timely captions. Recognizing my expertise, I was promoted to Subject Matter Expert, offering advanced knowledge and guidance to fellow agents for exceptional captioning services and customer satisfaction.

○ June 2019 - November 2021

ETALK | Baguio City

Language Coach | Graphic Designer

As a Language Coach and Graphic Designer, I successfully coached individuals of diverse age groups, ranging from children to adults, in ESL (English as a Second Language). Additionally, I utilized my graphic design skills to create visually appealing materials for the company's needs.

○ October 2014 - November 2015

Fred Chase | Baguio City

Telemarketer | Appointment Setter

As a Telemarketer and Appointment Setter, I excelled at engaging potential customers, delivering persuasive sales pitches, and successfully scheduling appointments to drive business growth and increase customer interactions.