



KYLA MARIELLE J. FRANCISCO

VIRTUAL ASSISTANT/CHAT SUPPORT/ENCODER
Manila, Philippines

CAREER OBJECTIVE

A virtual assistant who's willing to provide outmost care and help for any business outsourcing services. I am a hardworking individual who's responsible to assist the clients to accomplish their tasks efficiently.

EDUCATION

Tertiary: **Technological Institute of the Philippines – Manila**
Bachelor of Science in Chemical Engineering – VPAA Lister
A.Y. 2020 – Present
363 P. Casal Quiapo, Manila

Secondary: **Technological Institute of the Philippines – Manila**
With Honors
A.Y. 2018 – 2020
363 P. Casal Quiapo, Manila

Quezon City Academy Foundation Inc.
With Honors
A.Y. 2014 – 2018
1010 EDSA Bago Bantay, Quezon City

CORE VALUES

- Respectful in terms of client's perception and decisions.
- Time management
- Responsible enough to finish what I started.
- Loves to socialize and work with other people

CERTIFICATION AND SPECIALIZATION

- Basic Occupational Safety and Hazard Training (Certified Safety Officer 2)
- Certified Lean Six Sigma Yellow Belt
- Manual or Automated Product Research
- Use of Canva, Adobe Photoshop and WPS
- Email Marketing
- Social Media Management
- Writing Caption and Descriptions
- Chat Support
- Research Analytics
- Data Encoding
- Cold Calling
- Sales Representative
- Customer Service

KNOWLEDGE, SKILLS AND ATTITUDE

- Articulate and comprehend Filipino and English
- Create and draft basic designs using AutoCad
- Human Resource Development
- Oriented in Microsoft Office Applications > Word, Excel and Powerpoint
- Create visual graphic designs
- Project management tools (Google)
- Assess and handle virtual collaboration and meetings via (Google Meet, Zoom and Microsoft)
- Improve Customer Relations (Customer Service)
- Inventory Management
- Showcase interpersonal skills such as communicative, time-management and confidence.
- Provide leadership skills through working among groups.

PERSONAL

Age: 22 years old
Date of Birth: October 14, 2001
Birth Place: Quezon City
Gender: Female
Civil Status: Single
Citizenship: Filipino
Religion: Roman Catholic
Height: 157.48 cm
Weight: 56 kgs

CONTACT

Phone: +639928098382

Email: kylafrancisco.work@gmail.com

Address: 135 Lower Gulod Del Nacia
Ville 4 Celosia Street Sauyo Novaliches
Quezon City

WORK EXPERIENCE

Call Transcriptionist – QA World (June 2019)

Virtual Assistant - Upwork (April 2020)

Social Media Manager - Got Her Own
Clothing Line (August 2021)

Trading Company Chatter - Upmarket
Academy (December 2023)

Cold Caller Appointment
Setter – Luxe Web Design
(May 2024)

INTERNSHIP

Technological Institute of the
Philippines Manila – Chemical
Laboratory

(Chemical Technician Assistant,
2019 – 2020)