

SKILLS AND INTERESTS

- Customer Service
- Data Entry
- Shopify Management
- Market Research
- Influencer Marketing
- SEO
- Teamwork and Collaboration
- Constant demonstration of a positive attitude in every situation
- Reliable and task-oriented
- Polite and professional
- Dedicated and committed
- Responsible and organized

WORK EXPERIENCE

VIRTUAL ASSISTANT

Joyin.com
Nov 2020 - Present

- Assists the customers with their inquiries and concerns through email.
- Managing Amazon Seller Central by responding to customer's messages.
- Shopify Store Management: Uploading items from Amazon to Shopify store, importing reviews from Amazon to Shopify Store, Updating the images and prices on Shopify
- Data entry tasks: Google Sheets, Google Slide, Google Docs and others
- Market Research: Helps finding hot products on Amazon using 'Helium10' and 'RevSeller' in searching for the product's rankings and their price history using Keepa
- Influencer Marketing: sending emails to collaborators/influencers; updating influencers of the tracking information and delivery status; checking and replying to Instagram comments; creating and maintaining weekly update about items that uses the influencer's content on Amazon listing and submit it to the Influencer Marketing lead; reviews and approves influencers' content; creates coupon code backstage for influencers and schedules the influencers' posts.
- SEO: Write content for the Product Title, Meta Title, Meta Description, Product Description, and Features of a product using copy.ai and search the highest volume keywords for them on SemRush to get the main and secondary keywords.



LALAINE BOLUNTATE

Virtual
Assistant/Customer
Service Representative

CAREER SUMMARY

Is passionate about helping others and provides excellent customer service by going the extra mile for the customers.

Dedicated in helping employers or companies achieve goals and contribute to the success while improving and continually learning. Disciplined and values integrity that employers/clients can rely on.

YOU CAN REACH ME AT:

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CSR - EMAIL SUPPORT

Play-Asia.com
Feb 2017 - Aug 2018

- Responds to customer's inquiries and concerns through email
- Process orders, cancellation of orders, create replacements, process refunds, and track orders.
- Guides the customers when a pre-order goes live.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints on Google Sheets.
- Communicating and coordinating with colleagues as necessary using Slack communication tools.
- Ensure customer satisfaction and provide professional customer support by going the extra mile for the customers.

CSR - PHONE SUPPORT

Sutherland Global Services -
Amazon UK account
Apr 2013 - July 2013

- Responds to customer's inquiries and concerns over the phone and send follow up email.
- Process orders, create replacements, process refunds, cancels orders and subscriptions, and communicates with the courier regarding tracking history of orders.
- Turtle flip an irate customer
- Ensure customer satisfaction and provide excellent customer support.

CSR - EMAIL/CHAT SUPPORT

iQor/DiDi Australia account
Jun 2019 - Jun 2020

- Oversee and listen to rider and driver complaints and promptly provide alternative, educated solutions for resolution.
- Maintaining a positive, empathetic, and professional attitude toward riders and drivers at all times.
- Responding promptly to customer inquiries.
- Processing refunds, forms, applications, and requests.
- Keeping records of rider and driver interactions, transactions, comments, and complaints on Google Sheets.
- Checking driver's documents and payment history
- Assisting riders in navigating the DiDi app
- Communicating and coordinating with colleagues as necessary using Google Hangouts.
- Ensure customer satisfaction and provide professional customer support
- Follow communication and technical procedures, guidelines, and policies.
- Tools used: Magellan, Stripes, Starfall, and Adyen

SCHOOL HISTORY

SUBIC BAY COLLEGES, INC.

*Medical Transcription
(Vocational Course)
Jun 2007 - Apr 2008*

METRO SUBIC COLLEGE, INC.

*Associate in Radiologic
Technology (undergraduate)
Jun 1996 - Apr 1998*

REFERENCES

Phoebe Chang

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Manager

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