



Lhalaine De Jesus

Virtual Assistant | Podcast Manager

An experienced Virtual Assistant and Podcast manager with years of experience and with proven organizational, communication, editing, and administrative skills. Very efficient, resourceful, independent, dependable and has a great eye to detail.

Contact

Phone

+63 919 061 7362

Email

lhalainedejesus@gmail.com

Address

Manila, Philippines

Education

Bachelor of Science in Business Administration major in Marketing Management

Sta. Isabel College Manila

Expertise

- Pre and post Podcast Management
- Canva
- MS Office Tools
- Excel Spreadsheet Expert
- ActiveCampaign, Mailchimp
- Trello, Monday.com, Asana
- Wordpress, Squarespace, Wix, Kartra
- Acuity, Calendly
- Zoom, MS Teams, Slack, Telegram

Language

English

Experience

2020 - Present

Freelance Virtual Assistant | Podcast Manager

- Pre and Post Podcast Production and Management
- Administrative tasks
- Calendar Management
- Email Management
- Excel Spreadsheet Expert
- Social Media Management
- Data Entry / Data Consolidation
- Reports Analyst and Reports Generator

2013 - 2020

Concentrix Philippines

Senior Reports Analyst

- Generate standard reports from internal and client systems and distribute reports to relevant stakeholders
- Maintain and enhance existing databases, reports, and graphs to meet the reporting customer's needs
- Add and enhance existing reports and graphs making minor report modifications
- Perform testing of new reports
- Partner with business to communicate, coordinate the retrieval, processing and distribution of reports
- Develop and maintain efficient performance reporting processes, databases and structure integrity

2012 - 2013

Concentrix Philippines

Client Services Assistant III, Communications Specialist

- To provide assistance to an organization's clients. regularly contacting with clients, discuss the client's account, answer questions or arrange meetings, also handles client complaints, and provide resolutions.
- Updating, maintaining, or accessing client accounts, transactions or documents to ensure all necessary paperwork has been received by the client and is filed properly. May access accounts to provide clients with updates or information regarding their latest transactions.
- To carry out administrative tasks that keep the financial group operating smoothly. May book conference rooms, arrange meetings, print reports and materials and any other tasks asked. May also be called upon to assist with human resources tasks, such as payroll services and budget issues.

Experience

○ 2010 - 2012

Concentrix Philippines

Resolution Desk Officer/ RSD Communication Coach

- A special team composed of highly trained subject matter expert agents. Their tasks include but are not limited to taking over escalated calls, answering inquiries, and helping provide immediate resolution to the agents.
- Assess language quality and communication skills using a customer communications monitoring form.
- Deliver timely, constructive language feedback to agents through remote and side-by-side call monitoring to aid in agent skill enhancement.

○ 2009- 2010

Concentrix Philippines

Sales & Service Representative

Interface with customers via inbound or outbound calls or the Internet for the purpose of passively or actively selling products and services. Responsibilities include processing customer orders and sales; providing and receiving information; up-selling client products plus handling miscellaneous customer service and general information calls via the phone or Internet.