

# Marica Ella Q. Go

## CONTACT

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## SKILLS

Customer Service Oriented  
Problem-Solving Skills  
Computer Literacy  
Strong Communication Skills  
Social Media Management  
Time Management

## EDUCATION

2022 - 2023

**STANFORD ACADEMY (SINGAPORE)**  
Hospitality Management

2011 - 2015

**LAS PINAS NATIONAL HIGH SCHOOL - MAIN**

Completed Requirements for High School

## SUMMARY

Customer-oriented professional with experience in virtual assistance and client support. Skilled in handling inquiries, managing clients concerns, and providing efficient solutions through chat and online communication.

## EXPERIENCE

### VIRTUAL ASSISTANT

**Tutoroo Tutoring Inc.**

**2017 - 2019**

- Managed social media accounts
- Posted tutor hiring advertisement on social media
- Communicated with tutors and applicants regarding job inquiries
- Maintained and updated applicant records using spreadsheets and online tools

### PARTNER SUCCESS SPECIALIST

**Really Great Company**

**March - September 2024**

- Assisted clients through chat support regarding company data and account concerns
- Coordinated with warehouse teams to resolve inventory and logistics issues.
- Handled client inquiries related HR, Finance, Marketing, Logistics, & Operations
- Ensured timely resolution of client concerns and maintained professional communication.