

MARIE GRACE PITOGO

(+63)949 503 7711 — Hinoba-an, Negros Occidental — Mariegracepitogo88@gmail.com

Professional Summary

Virtual Assistant with experience in finance, e-commerce, tech, and real estate industries. Skilled in customer service, data management and administrative support, with a proven ability to streamline operations, enhance productivity, and support business growth. Strong expertise in CRM management, order processing, and digital marketing, making me an asset to businesses looking for organized and results-driven support.

Core Skills & Competencies

- Customer Support & Relationship Management
 - E-Commerce Mediation, Appeals & Escalations (eBay)
 - Data Entry & CRM Management
 - Email & Calendar Management
 - Payment Processing & Dispute Resolution
 - Market Research & Lead Generation
 - Administrative & Executive Support
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Professional Experience

Executive Administrative Assistant | Associa Property Management

[December 11, 2023- January 6, 2025]

- Managed administrative tasks, client communications, and document processing.
- Coordinated financial transactions, including invoicing and payment tracking.
- Provided support in property management, handling HOA-related tasks.
- Maintained CRM systems and ensured data accuracy.

Customer Service Specialist | eBay (ePerformax Contact Centers & BPO-Cebu)

[February 2015-2019]

- Provided top-tier customer service, resolving disputes, returns, and payment issues. Handled Mediation, Escalation and Appeals team.
- Analyzed customer feedback to enhance user experience and retention.

Financial Services Associate | JPMorgan Chase & Co. – (Cebu)

[June 2019- August 11, 2023]

- Assisted with financial transactions, account management, and customer inquiries.
 - Processed data entry tasks related to banking and financial services.
 - Ensured compliance with financial regulations and company policies.
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Education & Certifications

- Bachelor of Science in Nursing (*College Level*) -St. Alexius College)
 - Community Manager Onboarding Certification
 - CAM Financial Certification
 - Pre-Trained Community Association Management Virtual Employee Certification
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Tools & Platforms

- E-Commerce: eBay
 - CRM & Admin: C3, Townsquare, StrongRoom,
 - Finance: StrongRoom
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Character Reference

1. Angela Creech
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2. Maria Theresa Evangelista
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