



Marjon Micah Dionisio

VIRTUAL ASSISTANT

PERSONAL PROFILE

Experienced Customer service & Virtual Assistant who is able to create an efficient work environment based on the company's work at home guidelines. Adept at utilizing computer productivity software maintaining high levels of customer service and being adaptable to a given situation. Specializes in technical support, email & chat support, inbound phone sales and exceeding customer expectations. Expert in Ecommerce Platform, Telecommunication Services and SAAS (Software as a service).

CONTACT



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EDUCATION

- Bulacan State University
- Fine arts major in Advertising Arts / Visual Marketing Undergraduate (finished up to 3rd year college level) Year: 2010 to 2013

SKILLS

- Has great Written Communication Skills
- Has great Verbal Communication Skills
- Knowledge in several Ecommerce platform (such as Shopify, Apparel Magic, Brandboom.com)
- Knowledge in B2B wholesale
- Shopify Knowledge such as product listing, product research, Inventory, applying promos and discounts)
- Proficient and knowledgeable with Ecommerce Related tools such as (Postco, Shipstation, Klaviyo)
- Proficient in creating marketing materials
- Lead Generation
- Software Navigation
- Knowledge handling Software As A Service (SaaS)
- Email Management
- Knowledge working in Mailchimp
- Capacity to make Powerpoint or Slide introductions to be introduced for demos, Training, and Webinars.
- Proficient working in some CRM and back-office tools, for example, (Mailchimp, Trello, Lasspass, Google Voice, Freshworks, Hubspot, Monday, Genesys, Zendesk, Salesforce, Slack, Skype, Zoom, Citrix, Google Meet, Zoom, Google Workspace, and Microsoft office tools, Canva, Jhira, Assana & Adobe Photoshop)
- Multitasking
- Typing speed: 50 WPM
- Exceptional analytical and problem-solving skills
- Marketing management
- Critical Research
- Adaptability and Learning Ability
- Knowledge in managing social media accounts business suites (Facebook and Instagram)
- Graphic Designs (Through Adobe and Canva)

WORK EXPERIENCE

Ninth and Maple Shop (Shopify Store) / Freelance

Virtual Assistant

December 2022 - April 2023

- Product Listing
- Responding to customer emails and chat (via gmail and Shopify Chat)
- Processing Returns in the Shopify Back-end (using Postco, Approving and Reviewing)
- Call and Email Follow up on users abandoned cart. Offering discounts and free shipping and turn it into a sale
- Approve Customers review in Shopify's back end.
- Basic Email Marketing (helping client create an email campaign every week using Klaviyo)

Brandboom.com (Ecommerce Platform/SaaS/Wholesale) / Freelance

Virtual Assistant and Quality Analyst/Tester

June 2022 - April 2023

- Inbound phone, chats and emails
- Assisting users and help them troubleshoot their ecommerce related concerns
- Helped them adding products and services through the ecommerce platform
- Help users integrate their Shopify and Apparel Magic accounts on Brandboom.com
- Doing task such as Data entry/Data mining and lead generation.
- Reviewing and testing bugs and new features on Sandbox before the released on Database

Anytime Mailbox, Mailbox Subscription Platform/Software (SaaS)

Virtual Assistant and Inside Sale representative

APRIL 2020 - May 2022

- Inbound phone, chats and emails
- Generating and Prospecting Leads
- Doing Outbound calls to our Potential Partners/clients
- Meet with Potential Clients for proposals and demos via zoom
- Answering Inbound calls, emails, and chats for Inquires about our Software technicalities, Signup process, Billing and Sales
- Creating infographic Flyers for Marketing Campaigns
- Sending emails through our Mailchimp account
- Knowledgeable in Ticket creation and feature requests, using Freshdesk software
- Manage Social Media accounts (Instagram and Facebook) and answering inquiries
- Answering Inbound calls and chats for Inquires about our services
- Generating Reports and Sending WTD, MTD updates to Upper Management Team
- Also Since this was a software-based subscription Company, I also help work for Cancellation and Refunds every billing week.

BPO INDUSTRY, Customer and Technical Support Representative

JAN 2014- JAN 2019

Worked with 2 Different Companies and 2 Different Accounts

1. Acquire Asia Pacific (IPrimus Telecommunications)

Date: 2014 to 2016

2. Teius International (Google Cloud)

Date: 2016 to 2019

My fundamental obligation is to answer Inbound Phone Calls, Chats and Emails.

Try to convey Good client assistance to give astounding Surveys to each organization

I hereby certify that the above information given is true and correct as to the best of my knowledge.