



ROSE ANNE TOLENTINO

VIRTUAL ASSISTANT/CUSTOMER SUPPORT



(+63) 916 748-5227



roseanne.tolentino0001@gmail.com



live:roseanne.tolentino0001

SKILLS

- Customer Service
- Communication
- Leadership
- Typing
- Email Management
- Organizational
- Multi-tasking
- Time Management
- Decision-making
- Creativity Management
- Social Media

EDUCATION

Bachelor of Business Administration

2012 - 2020
Far Eastern University

LANGUAGES

Filipino
English

PROFILE

Highly skilled and motivated Virtual Assistant with 9 years of extensive experience in providing top-notch customer support and administrative assistance. Throughout my career, I have developed a passion for helping businesses streamline their operations and enhance customer satisfaction through efficient and professional support services.

EXPERIENCE

Social Media Management

Community - Indonesia
(February 2023 - July 2023)

- Running Pinterest campaigns.
- Scheduling of posting content on Instagram and Pinterest.
- Monitoring the company's brand on social media.
- Responding to relevant comments.

Customer Support (with inbound & outbound calls)

AmpleThink - California
(August 2022 - April 2023)

- Respond to customer inquiries and concerns promptly and professionally through the messaging system on Amazon.
- Provide accurate information, product details, and resolution to ensure customer satisfaction.
- Maintain professional and effective communication to resolve issues promptly.
- Monitoring of orders and tracking numbers to ensure delivery.
- Daily reporting of all the messages and responses through the message system on Amazon, calls received, and outbound calls (if there are any).



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Customer Service Representative - Retail Account

iQor, BPO - Quezon City
(January 2022 - June 2022)

- Receiving inbound calls.
- Striving to achieve first-call resolution and maintain the quality service provided by the call center.
- Using listening to understand the needs and complaints of the customer before offering them the best possible solution.
- Responding efficiently to customers and creating a positive experience.
- Remaining calm and professional while dealing with irate customers and providing them with the best solutions to resolve their issues.
- Understanding and using the required software, reports, tools, and metrics.
- Adhering to all company policies and procedures.

Chargeback Analyst

Lasting Impact, LLC - Utah
(February 2021 - October 2021)

- Investigating chargeback claims.
- Effectively resolve all claims in an accurate and timely manner.
- Investigating fraudulent orders.
- Analyzing fraud indicators.
- Preparing all evidence for different cases.

Customer Service Representative

Lasting Impact, LLC - Utah
(July 2019 - November 2021)

- Respond to customer inquiries and concerns promptly and professionally.
- Provide accurate information, product details, and resolution to ensure customer satisfaction.
- Maintain professional and effective communication to resolve issues promptly.
- Monitoring of orders and tracking numbers to ensure delivery.
- Daily reporting of all the messages and responses.



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Sales Manager

Lasting Impact, LLC - Utah

(September 2018 - November 2020)

- Set daily quotas, targets, and objective standards for sales representatives.
- Coaching of individual sales representatives based on the operational system in place.
- Counseling and firing underperforming sales representatives.
- Develop and implement a sales process based on the operational system and ensure my team adheres to it correctly.
- Interviews, selection, and training for new sales representatives.
- Resolution for every escalated customer issue and customer complaint regarding sales and service.
- Organize team productivity and share them with company leadership.
- Researching for competitors with the same company strategy.

Sales Representative - Instagram Marketing

Lasting Impact, LLC - Utah

(August 2017 - September 2018)

- Actively engage with followers, potential customers, and industry influencers through comments, direct messages, and story interactions to build meaningful relationships and increase brand loyalty.
- Identify and pursue potential leads on Instagram by monitoring relevant hashtags, exploring competitor followers, and utilizing other social listening techniques.
- Collaborate with the marketing team to ensure brand consistency and alignment with overall marketing objectives.
- Answering inquiries relating to the company's products and services.
- Uses effective selling techniques to identify customer needs and drive sales results.

Team Leader - Instagram Marketing



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Killerbee - Australia (December 2016 - January 2017)

- Supervising a team of commenters responsible for engaging with our audience on Instagram.
- Implement systems to track and measure commenters' productivity, ensuring that targets for daily comments are met or exceeded.
- Daily record the output and number of comments declared by each team member, maintaining accurate and organized records of their performance.
- Compile and submit comprehensive weekly reports containing productivity data, comment trends, and insights to management for review and decision-making.
- Regularly review and assess commenters' interactions to maintain the quality of responses, ensuring adherence to brand guidelines and customer service standards.
- Provide support and assistance to commenters experiencing challenges with Instagram accounts, helping them resolve issues promptly.

Customer Service Representative

Mystical Magik - Singapore (January 2014 - August 2016)

- Respond to customer inquiries and concerns through Facebook comments, promptly and professionally.
- Provide accurate information, product details, and resolution to ensure customer satisfaction.
- Maintain professional and effective communication to resolve issues promptly.
- Monitoring of orders and tracking numbers to ensure delivery.
- Daily reporting of all the messages and responses.