



Sheila Bartin

FREELANCER

Profile

Provided telephone and on-line customer service/technical support within high-volume call centers, team management, evaluation, coaching, link building and keyword research.

☎ 63933-341-2171 ✉ sm.bartin@gmail.com 🌐 <https://www.linkedin.com/in/sheilabartin/>

Objective

I have been freelancing since 2015. I am looking for a part-time or full-time administrative position.

Skills

- World-Class Customer Service
- Customer Order Fulfillment
- Evaluation & Coaching
- Team Management
- Competent in Microsoft Office Suite
- Competent in Google Suite
- Competent and highly trainable in CRM and other web-based tools.
- Reports & Documentation
- Link building and keyword research
- Trained for Social Media Marketing, Real Estate VA, & Data Analytics Level 1
- Willing to participate fully and share responsibility within a team.
- Adaptable and willing to take on challenges and learn a new skill.

Education

AB Psychology
Ateneo De Davao University

Work Experience (Remote work)

Client Service Specialist
De Civitate Inc. | Baltic States
June 2019 - Present

Quality Assurance Assistant
VIDA Select | USA
April 2021 - November 2022

Campaign Specialist | Link Builder
TeamWonk | UK
March 2021 - October 2022

eCommerce Assistant
UMA Home Décor | USA
February 2020 - April 2020

Quality Assurance Auditor Lead
The Credit Pros | USA
August 2016 – August 2019

Lead Generation Specialist
EvokUSA | USA
February 2018 - November 2018

Quality Assurance Auditor
Greechat | USA
May 2018 - October 2018

Team Leader/Non-voice CS
StudySoup | USA
July 2015 - February 2017

Work Experience (Office based work)

Quality Assurance Specialist
Ameeratel | USA
September 2013-January 2014
Gagfa Building, Cebu City

Team Leader
Teletech, Inc. | Australian
March 2009-October 2009
Robinsons Metro Bacolod City

Quality Assurance Specialist
Teletech, Inc. | USA
April 2007-February 2008
Oak Ridge I.T. Park, Cebu City

Hello,

I hope this message finds you well.

I am writing to express my interest in the available position. I am thrilled about this opportunity, as I believe I would be an excellent fit for the role. I am confident in my ability to successfully execute all assigned duties and projects. My experience has shown that I am adept at working both independently and within a team.

Since 2015, I have been working remotely and have gained extensive experience with the following tools:

- Hubspot
- ClickUp
- Salesforce
- Bitrix24
- GoHighLevel
- Asana
- Trello
- Notion
- Microsoft Suite
- Google Suite
- Slack
- Skype
- Teams
- Buzzstream
- MOZ
- Snovio.io
- Hunter.io
- Skrapp.io
- AHREFS
- ScreamingFrog
- Majestic
- Facebook
- Instagram
- Zendesk
- Zoho
- Zopim
- Sendsonar

Please feel free to contact me at sm.bartin@gmail.com or via Skype at [sbartin01](https://www.skype.com/en/contacts/sbartin01).

I look forward to hearing from you soon.

Sincerely,

Sheila Bartin

CERTIFICATE OF COMPLETION



SEC NO.:2022070060264-13

THIS CERTIFICATE IS GIVEN TO:

Sheila Batin

for completing the 9-hour Real Estate Virtual Assistant Course which includes Administrative tasks, Social Media Marketing, Listing Management, Transaction Coordination, CRM's and Apps, and Real Estate process.

GIVEN THIS 21ST OF JULY 2023

A handwritten signature in black ink, appearing to read "Ana Morgan".

ANA MORGAN

Freelance Academy Owner

A handwritten signature in black ink, appearing to read "Kimberly Gubatao".

KIMBERLY GUBATAO

Real Estate VA Training Coach

CERTIFICATE OF COMPLETION

THIS CERTIFICATE IS GIVEN TO:

Sheila Bastin

for completing the 15-hour Virtual Assistant Social Media Marketing Course which includes Social Media Marketing, Algorithm, Content Creation, Basic Video Editing, Lead Generation, SEO, WordPress and Facebook Ads.

GIVEN THIS 21ST OF JULY 2023



SEC NO.:2022070060264-13

ANA MORGAN

VA SMM Training Coach
Freelance Academy Founder



CERTIFICATE OF COMPLETION

This is to certify that

Sheila Bartin

*Has successfully completed the 60 Hours
Data Analytics Level 1*

*(Basic, Intermediate, Advance Excel/Data Analysis and Power BI) workshop
conducted online from Aug 26, 2023 – September 30, 2023*

Given this September 30, 2023.


Errol Danao

Founder

ExcelHelpline