



# SHEKINAH DE GUZMAN

## General Virtual Assistant

Detail-oriented and highly organized Virtual Assistant skilled in administrative support, customer service, team management, multitasking, project management, communication, problem-solving, training, and digital tools for productivity.

## Contact



+639667824082



shekinahlayugan@gmail.com



<https://www.linkedin.com/in/shekinah-de-guzman-07b98a1ba/>



Makati City, PH

## Education

### ● Bachelor of Elementary Education major in ECE

Assumption College, San Lorenzo

2016-2020

Cum Laude

Makati City, PH

## Skills

- Administrative Support
- Customer Service
- Team Management
- Problem-Solving
- Communication Skills
- Time Management
- Data Entry
- Social Media Management

## Experience

### ● Lead Teacher Manager

COREnglish

2020-2023

Managed and supported a diverse team of 10-30 teachers, handling an average of 80 daily inquiries and complaints with prompt resolution. Investigated and resolved concerns efficiently, assisted with system issues, bookings, emails, and data entry, conducted training sessions for new teachers, and interviewed and trained Teacher Manager candidates.

### ● Curriculum Developer Coordinator

COREnglish

2022-2023

Supervised and collaborated with ESL curriculum developers to craft effective lesson plans. Managed candidate screening and training processes for curriculum developers.

### ● Reading Program Coordinator

Instant Reader - Ortigas

2020-2022

Addressed customer concerns with empathy and ensured swift resolution of problems. Also handled various administrative tasks, including enrollment fees, marketing, and social media management.

## Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google workspace (Docs, Sheet, Slides)
- Schedule Management (Google calendar, Calendly)
- Email Management (Gmail, Mozilla Thunderbird, Outlook)
- Social Media Platforms (Facebook, Youtube, Pinterest, Instagram, Tiktok)
- Basic Graphic Design (Canva)