



STEPHANE M. SANTE

PROFILE

Highly organized and detail-oriented Virtual Assistant with over 5 years of experience providing remote administrative support to businesses and entrepreneurs. Skilled in managing calendars, scheduling meetings, handling email correspondence, and conducting research, I thrive in fast-paced environments and excel at multitasking. A friendly customer service professional committed to providing high-quality service and developing customer relationships. Proficient in tools such as Microsoft Office Suite, Google Workspace, and project management software like Salesforce and Zoho. Adept at streamlining operations, improving productivity, and delivering outstanding customer service. Seeking to leverage my expertise to help clients achieve their goals through efficient and reliable virtual support.

CONTACT

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EDUCATION

2014 - 2016

SAMSON POLYTECHNIC COLLEGE OF DAVAO

- COLLEGE LEVEL/BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

2008 - 2012

MARYKNOLL SCHOOL OF SIGABOY INC.

- Secondary Level

SKILLS

- Project Management
- Public Relations/Customer Service
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking and Problem Solving
- Calendar & Email Management
- Adaptability
- Attention to Detail
- Confidentiality
- Data Entry & Management
- Basic Accounting & Invoicing

WORK EXPERIENCE

● WASH ON WHEELS JA- JAMAICA

JUNE 8, 2022-OCTOBER

General Virtual Assistant

- Managing emails and Calendar Management
- Entering data and organizing files
- Booking appointments
- Manage Inbound and Outbound calls
- Supporting and assisting customers
- Manage social media outreach and responses
- Tracking tasks and deadlines
- Handling personal tasks

● Linkup Media Group of Companies -NEW YORK CITY

Sales Representative

December 2019 -January 2022

- Reaching out to potential customers
- Presenting products or services
- Closing sales and meeting targets
- Building and maintaining client relationships
- Handling customer inquiries and follow-ups
- Tracking sales and reporting performance

● SUTEHRLAND GLOBAL SERVICES- DAVAO CITY, PHILIPPINES.

August 2017-August 2018

Back Office /Customer Service Representative

Back Office Support:

- Data entry and file management
- Handling administrative tasks
- Assisting with reports and inventory

Customer Service Representative:

- Responding to customer inquiries via phone, email, or chat
- Resolving issues and complaints
- Providing product info and support
- Following up with customers to ensure satisfaction

LANGUAGES

- English