

Part 1: ABOUT ME

JONALYN GULADA

Virtual Assistant since 2019



Part 2: HOW CAN I HELP YOU?

TOP SIX SUPER SKILLS

- | | |
|-----------------------------------|-------|
| 1. Administrative Support | 10/10 |
| 2. Customer Service | 10/10 |
| 3. Word Processing and Data Entry | 10/10 |
| 4. Lead Generation | 10/10 |
| 5. Email Management | 9/10 |
| 6. Calendar Management | 10/10 |

TOP SKILLS

- | | |
|--------------------------|-------|
| 1. Honesty and Integrity | 10/10 |
| 2. Flexibility | 10/10 |
| 3. Time Management | 10/10 |
| 4. Attention to Detail | 10/10 |
| 5. Work Ethic | 10/10 |

SUPPORTIVE BUSINESS P.A.R.T.S. EXPERIENCE

(Processes, Activities, Responsibilities, Tasks, Skills)



ADMIN RELATED

- CRM management
- Lead Generation
- Email Management
- Software Integration
- Design
- MS Word – Formatting, Type, Edit
- Excel – Updating Excel documents
- PowerPoint – create presentations, diagrams, and charts



DATABASE, EMAIL SYSTEMS, CRMS

- | | | |
|--|-----------|------------------|
| • Wix/Shopify/Magento/Weebly/Wordpress | • Zendesk | • Ring Central |
| • Freshsales/Freshcaller/Freshchat | • Hubspot | • Justcall |
| • Zoiper | • Snovio | • Zoho |
| • Grasshopper | • Asana | • Openphone |
| • Oberlo | • Clickup | • Trello |
| • Adobe Photoshop | • Tidio | • High-Level App |
| • Gorgias | • Slack | |
| • ManyChat | | |



CUSTOMER SUPPORT

- Maintained customer satisfaction with innovative techniques aimed at meeting consumer requirements and resolving issues.
- Provided customers with product recommendations and detailed explanations.
- Responded to client inquiries for information about products, services, and the firm.
- Avoided on-hold times by swiftly answering customer phone calls.
- Used great communication and bargaining skills when it came to refunds and swaps.
- Provided customers with guidance and support, paying special attention to their specific requirements or desires.

SOCIAL MEDIA



Facebook

- Update posts
- Managing Facebook Page, message and comments



Instagram

- Update posts
- message and comments

MULTI-MEDIA

- Basic poster design
- Photoshop/ photo edit
- Basic Video Editing
- Social Media Post
- Basic FB Ads Post

Part 3: EDUCATION

Philippine Women's University, Philippines

Bachelor of Science in Nursing
2006 - 2010

Part 4: WORK EXPERIENCE

USA direct auto

January 2024 - December 2024

Job Role: Executive Assistant, Appointment Setter and Human resources

- I regularly make outbound calls to offer clients low monthly payments on their vehicles, collect payments on paid balances
- Schedule meetings. I assist with property maintenance research and book appointments for clients and their families.
- Pott job descriptions, and interview applicants.

Everlasting Mobility

January 2023- December 2023

Job Role: Social Media Manager, Customer Service

- Handled inquiries via email, live chat, and phone, ensuring prompt and professional responses.
- Creates visual content like graphics, logos, and layouts that align with the brand's identity. They ensure aesthetic appeal through software like Canva and collaborate with the Social Media Manager to bring creative ideas to life.
- Assisted customers with troubleshooting and resolving issues effectively.

Cleany Canada

January 2020- December 2022

Job Role: Executive Virtual Assistant / Customer service/ Scheduler

- Prepare reports, presentations, and meeting materials.
- Conduct research and manage confidential information.
- Provide administrative support for projects and daily operations.
- Provide support through phone, email, and live chat by addressing inquiries, resolving complaints, processing orders, and handling billing issues while ensuring customer satisfaction and maintaining accurate records.
- Coordinate and manage appointments, prevent scheduling conflicts, send reminders, update calendars, and collaborate with the team to optimize productivity.
- Manage calendars, appointments, and travel, handle emails and correspondence, prepare reports and presentations, conduct research, and provide administrative support for projects and daily operations.

Bed Kingdom

February 2018 - Dec 2019

Job Role: Customer service, Checking inventory, Email support

- Dealing with customers and suppliers
- Product description

AQUA SWIM SCHOOL

January 2018 - October 2019

Job Role: Customer Service Representative, Scheduler

- Schedule appointments
- Follow up and keep track of inquiries, registrations, requirements, make-up classes, and waitlists.
- This is a swim school managed and owned by an Olympian.

VXI Global Holdings

June 2016 - November 2016-December 2017

Job Role: Merchant Services Representative

- Provides merchant assistance via phone calls related to financial inquiries such as billing concerns.
- The task includes general administrative aid to customers concerning credit card information or bank debit card transactions and other key details about their product.
- Troubleshooting support is given when point of sales (POS) terminals are technically disfigured.

References are available upon mutual agreement.