

# JHOANA MARIE V. JARLEGO

## Virtual assistant

Dedicated and detail-oriented and efficient General Virtual Assistant with 3 years of experience in BPO industry. Excels at time management and multi-tasking. Eager and quick-learning and very willing to be trained.

### EDUCATION

- Maximo Estrella Elem School  
*Makati City*  
2006-2007
- Sicayab Elementary School  
*Sicayab, Dipolog City*  
2007-2011
- Andres Bonifacio College  
*bachelor of Arts in Mass Communication*  
Completed in May, 2016

### CONTACT

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📍 *Sicayab, Dipolog City 7100  
amboanga del Norte*

### SKILLS SUMMARY

- Social Media Manager
- General Virtual Assistant
- Lead Generation
- Customer Support
- Email and Chat Support
- Teamwork and collaboration.

### PROFESSIONAL EXPERIENCE

- **Convergys Philippines**

August 2016-April 2017

#### TECHNICAL SUPPORT

Key responsibilities:

- Payroll and Taxes Phone Support
- Answers incoming calls

- **Built Safe Hardware**

July, 2019- January, 2020

#### OFFICE STAFF/ASSISTANT

Key responsibilities:

- Answers incoming calls
- Take walk-in and phone orders/Process Bulk Orders
- Check Inventories
- Keep Track Customer Credits

- **Teleperformance Philippines**

February, 2020-April, 2021

#### Customer Support

Key responsibilities:

- Travel Agent
- Answers incoming calls and make sure to resolve customer issue
- Food Delivery Service Support

- **Iqor Philippines**

September, 2021- June, 2022

#### Customer Support

Key responsibilities:

- Retail Account
- Answers incoming calls and make sure to resolve customer issue
- Placing Orders

- **51 Talk**

March, 2021- February, 2022

#### ESL Teacher (Part Time)

Key responsibilities:

- Teach English Language to Chinese National in every ages

- **General Virtual Assistant**

July 2022-Present (Part Time)

Key responsibilities:

- Manage Social Media ( Facebook, Instagram) and Website
- Customer Support (Answer Customer inquiry/call and follow up)
- Administrative Tasks