





ENRICO SANTIAGO

VIRTUAL ASSISTANT | OPERATIONAL SUPPORT

Contacts

 0936-583-2643

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 Bulacan, Philippines

Education Background

2015 Primary Level

Bagong Nayon II
Elementary School

2017 Secondary Level

Bagong Nayon II
National HighSchool

2021 Secondary Level

- Senior High School
Dr. Yanga's Colleges, Inc.

Present Tertiary Level

- AB Psychology
Undergraduate (2nd Year)
Dr. Yanga's Colleges, Inc.

My Skillset

- Communication
- Proofreading/Copywriting
- Basic Graphic Design using Canva Tool
- Social Media Management
- Proficient in using Microsoft Office and Google Suite.
- Client Relations
- Problem-solving

Career Objective

I envisioned to be a valuable member of the company. Looking for possibilities to utilize my skills and ability to help the company grow. I am looking forward to any positions that will enable me reach my potential by exploring the various aspects of this profession.

Work Experiences

Operational Support - Full-time

Aug. 2020 - Nov. 2021

Yumihiro Group of Company

- Managing the Company's social media pages to make them more active and informative. Answering 50-100 client's online inquiries daily.
- Work directly with the Creative Marketing Director of the company, contributing and working on every project.
- Collaborate and contribute to the team objective in attaining monthly goals
- Understands the position and the assigned duty in order to support the team in achieving its objectives.

Sales Executive - Full-time

Nov. 2021 - Jul. 2022

LeiZi Trading

- Proactively managed and resolved 100-200 customer concerns resulting in a high satisfaction rating both online and in-person support.
- Conducted research on client needs, market demand and competitor analysis to determine the best approach to promoting our products resulting 30% sales revenue increase.
- Strengthened social media calendar for Facebook and Instagram produced between 100,000 and above engagements monthly
- Collaborate and contribute to achieving the team's monthly objectives and strategies.
- Assists in the development and organization of the company's website by encoding data.

Junior Media Researcher - Part-time

Feb. 2021 - Jun. 2022

Mandala Production

- Producing social media monitoring reports and doing ad hoc research on a particular target.
- Providing joint suggestions that can be implemented
- Collecting reliable and relevant articles for a certain purpose.
- Collaborate and contribute to colleagues for effective and timely outcomes.