

# Maeyel Felicierta



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maeyelfelicierta.mf@gmail.com



<https://felae.mystrikingly.com/>

Dear Hiring Manager,

I'm Maeyel, a seasoned Virtual Assistant from the Philippines with a Bachelor of Marketing Management degree. My virtual assistant career began when I was hired as an SMM, I create graphic and video content and run them to FB-ADS. I also enrolled in the SEO Workshop and Amazon Seller VA Masterclass. It's a hands-on training program that covers everything from product research to managing an Amazon Seller Central account and learning the ins and outs of Amazon. I now have years of experience as a virtual assistant in basic accounting, purchasing, customer service, order fulfillment, store management, appointment setting, and SMM. I'm also familiar with email marketing, lead generation, and B2B and B2C sales. I also enjoy graphic design, video editing, and website development and have a fundamental SEO understanding.

I have worked for several clients before applying to your company, and I am confident that these companies can attest to my abilities and knowledge for the job. During my last full-time job, I was the go-to person for everything the company needed and the main point of contact for the company. It was a small business in the United States, and its main focus was on sales, while I was in charge of everything else.

I have 12 years of experience working for various types of businesses, but in recent years I have focused on working remotely. My previous employers not only taught me how to use various tools to do the jobs but also how to adapt to what the business requires and to learn quickly and efficiently. My drive to improve myself and broaden my skills would make me an asset to your organization.

I've attached my resume; if you want to learn more about me, I have many more things I'd like to discuss with you.

I appreciate your promptness.

Respectfully,

Maeyel Felicierta



Curriculum Vitae

# MAEYEL FELICIERTA

General Virtual Assistant

Executive Virtual Assistant

Customer Service Specialist

E-Commerce Virtual Assistant

SMM

SEO

*"I enjoy doing what you detest."*

## CONTACT



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[live:.cid.963e0d32b3ad1f3d](https://live.skype.com/join/cid.963e0d32b3ad1f3d)



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<https://www.facebook.com/missaey8>



<https://www.linkedin.com/in/maeyelfelicierta/>



<https://www.onlinejobs.ph/jobseekers/info/1954650>



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My mission is to help my clients achieve their long-term objectives and to build a team or an individual contributor capable of delivering the most profitable sales and excellent customer service to my client's Ecommerce business platforms and other forms of profitable business in order to drive positive and sustainable cash flow for the company's ecstatic customers.

Individual who is extremely organized and meticulous, with excellent time management skills and presentation professionalism. Highly proficient in administrative support functions such as scheduling, travel arrangements, expense reports, and filing. Desire the position of Virtual Assistant in a company that values flawless executive support services.

I am a self-starter who is highly motivated, reliable, and can support and motivate other team members. I am accurate in my eye for detail, a team player, customer focused and eager to assist in every way, efficient and effective in my overall duties.

# W O R K E X P E R I E N C E S

Sept 2022–November 2022

(Freelance Remote – Part Time)

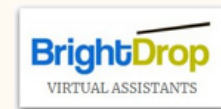
Real Estate Lead Generation, Content Writing, SMM

Business Video School

May 2022 – Sep 2022 BrightDrop Virtual Assistant, LLC

(Freelance Remote – Full Time)

VA–CSR



- BrightDrop Virtual Assistant, LLC manages a group of individuals with a specific skillset, depending on the needs of the clients.
- My role is to receive inbound calls for multiple businesses that are closed or otherwise unable to accept calls, take messages, relay and route written and verbal messages.
- Route emergency calls appropriately, Schedule a dispatch or an event for the caller.
- Patch calls to the main office if instructed and needed.
- I also perform some ad-hoc tasks to keep our clients updated, oversee some of our co-employees and provide assistance when needed. I also act as one of the assistant of our supervisor for some of her technical duties.

October 2020– December 2022 Kuya Mac's Crispy Pata

(Freelance Remote – Full Time)

Social Media Manager



- Kuya Mac's Crispy Pata is a recently established cuisine franchise.
- My initial role is to create ad contents, I also create and schedule ad contents & run fb ads. I also respond to inquiries and collect feedback on pages and messages, compile campaigns,
- I also perform ad-hoc tasks for the customers, such as taking their order, scheduling cooking time, providing cooking estimates, and booking and tracking a courier delivery.

January 2019– August 2020 Choosen Media Outdoor Ads

(Freelance Remote– Full Time)

Marketing Manager



- Help identify target audiences and plan media campaigns
- Compare and negotiate rates, ad space and airtime
- Optimize plans and budgets according to the best media mix
- Prepare schedules and adjust when needed
- Experiment with new platforms and channels
- Monitoring media effectiveness

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April 2016– December 2016  
(Freelance Remote – Full Time )  
Social Engagement Manager

Aeyzia's Rack



- Aeyzia's Rack is a bulk clothing business.
- My initial role is to respond to comments and direct potential buyers to the messenger app. Respond to inquiries and collect feedback on pages and messages, compile campaigns, create and schedule ad content and run fb ads.
- I also help customers with ad hoc tasks like making outbound calls, responding to chat, and booking and tracking courier deliveries.



February 2015– March 2016 (Fulltime Local)  
Customer Service Representative

VXI Philippines, Inc  
( Comcast )



- Convergys is a leading global firm specializing in customer service outsourcing. It combines analytics, operational excellence and innovation to provide a great experience to customers and businesses. It offers its services to a range of different industries including retail, automotive, insurance, healthcare, communications, technology, hospitality and others.
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
- My main role is to support customers by providing helpful information, answering questions, and responding to complaints. They're the front line of support for clients and customers and they help ensure that customers are satisfied with products, services, and features

November 2014– December 2015 (Fulltime Local)  
Customer Service Representative

Convergys Philippines, INC.  
(Macy's Account)



- Assist Customer in understanding their bill, processing transactions, and making payments.
- Maintaining customer profiles and ensuring proper documentation is provided and obtained.
- Ensuring compliance with all state and federal regulations regarding to consumer confidentiality.
- During my time there, I was one of the top CSAT agents for eight months in a row

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September 2013– October 2014 (Fulltime Local)  
Casino Service Ambassador

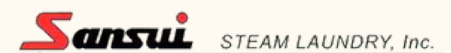
Resorts World Manila



- Provide outstanding customer service to guests and all other employees by exceeding our mission statement.
- Stay knowledge on all slot machine and table games and promotions.
- Offer exceptional client service through personalized and continuous customer care.
- Brings beverages and food upon request.

March 2012– August 2013 (Fulltime Local)  
Administrative Assistant

Sansui Steam Laundry Inc



- Maintain computer and manual filing systems
- Coordinate office procedures
- Responds to email, telephone, or face to face inquiries
- Develop and update administrative systems to make them more efficient
- Photocopy and print out documents on behalf of other colleagues

February 2010– March 2012 (Fulltime Local)  
Outbound Sales Specialist

Simple Solutions Contact Center



- Meet sales quotas and revenue targets, and provide a superior customer experience
- Conduct initial and follow-up telephone calls to build a relationship, increase customer loyalty and product distribution while maintaining established customer call frequency schedules
- This is my first job experience, I was one of the top agents during my time there.

## EDUCATION

### DE LA SALLE ARANETA UNIVERSITY

2017-2019 | BSBA - Marketing

### DE LA SALLE ARANETA UNIVERSITY

2007-2011 | BSBA - Management



## SKILLS AND TRAINING

Advance Excel operation 2013  
Macy's Credit Product Knowledge and Customer Service 2014  
Comcast telecommunications Product Knowledge and Customer Service 2015  
Leadership Peak Performance Training 2015  
Amazon E-Commerce Product knowledge and Customer Service 2017  
Ecomhunt Navigations 2017  
Amazon Resolution Specialist Training focus on Retail and Logistics 2017  
Facebook Business Management 2018  
Basic Facebook Ads 2018  
Shopify 101 2018  
Shopify Dropshipping 2017  
Shopify basic apps operations 2017  
Ebay product listings 2017  
Shopify and Amazon Product Research 2017  
Wix Website Creation 2017  
Seller Central Operations 2017  
Amazon Dropshipping 2017  
Helium 10 Basic Navigation 2018  
Product Research 2018  
AMZ Scrapper navigation 2018  
Tactical Arbitrage navigation 2018  
E-desk and Zendesk Navigation 2021  
Shipstation Navigation 2021  
Platterful Lead Generation 2021  
SEO 2021

## TOOLS

Clickup  
Streak  
Monday.com  
LinkedIn  
Canva  
Slack  
MS Office  
Zendesk  
Keepa  
FBA Multitool  
DS - Amazon quick view  
Amazon Rank Chrome  
Extension  
Seller amp - SAS  
BuyBotPRo  
Amazonia right-click (UK)  
AMZScout FBA Calculator  
Tactical Arbitrage  
Helium10  
SellerAmp  
Asana  
Dropbox  
Google Calendar  
Startel  
Teligent  
Clickup  
Helium 10  
G-Suite  
Trello  
MailChimp

