



Contact

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Email

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Address

49 Danlags St. SIR Matina
Sandawa Ph 2. Brgy. Bucana
Davao City, Davao Del Sur
8000

Education

2018
**Bachelor of Science in Business
Administration**
University of Southeastern Philippines

Skills

- Fluent in English, both written and Spoken
- Digital Marketing (ActiveCampaign , ClickFunnels)
- Social Media Management
- Shopify Expert
- Proficient using G-suites
- Proficient using Gorgias

Language

English

Filipino

Alyssa Mae Q. Yata

I am opening my doors to new opportunities hoping that it will lead me grow to a more competitive woman. With the recent work experience I have accumulated through the years, I am confident in taking up new challenges, by learning new tools/software, and by overcoming whatever obstacle that may come my way.

Experience

May 2023 - September 2023

Virtual Assistant I

Digital Marketing

- Building marketing funnels and integrations between systems, troubleshooting any technical issues)
- Scheduling social media content (Facebook Posts, Instagram, etc). Crafting or designing digital collateral (Images for social, PDF downloadables, worksheets, imagery for online courses, etc)
- Testing and scheduling email marketing campaigns. Optimizing Web and Landing Pages . Managing online booking calendars & scheduling meetings
- External communications (email inboxing, through social media groups and pages, intercom, etc) on behalf of your client to their community, own clients, stakeholders, etc. Data entry and file management
- CRM database management Inbox management

September 2022 - May 2023

Virtual Assistant I Los Angeles, CA

Email Support

- Responding to Customer Inquiries: answering customer emails and addressing their questions, concerns, or issues in a timely and professional manner.
- Maintaining Customer Records: Documenting customer interactions, inquiries, and resolutions accurately in a customer relationship management (CRM) system.
- Demonstrating proper email etiquette and communication skills, including grammar and spelling accuracy.
- Monitoring and improving the quality of email responses to meet or exceed customer service standards.

February 2021 - August 2022

Alorica Teleservices Inc. I Matina IT Park Davao City

Account Specialist

- I identify and assess account holder's concern to provide localize and immediate resolution.
- Handle account holder's complaints by providing appropriate solutions/alternatives real time.
- Manage and process logistics related inquiries and De-escalate undesirable situation-specific concerns from account holders.
- Build sustainable relationship and trust with account holders trough open and interactive communication.

May 2019 - September 2020

Techno Trade Resources Inc. I R.Castillo Agdao, Davao City

Audit Staff

- Preparing audit reports and statements for review to maintain complete confidentiality of the financial matters of the organization and the client.
- Worked part in a hand-picked team to detect and pin point irregularities in the chain of custody.
- Works hand in hand with the accounting and audit teams in their daily functions to detect and/or prevent fraudulent activities.

Reference

Juram Anito

Store Manager , Virtual Assistant

Phone: 931-734-9472

Email : juramdanito@gmail.com

Mark Anthony Moreno

CSR, Alorica Teleservices Inc.

Phone: 963-971-3869

Email : kramix16@gmail.com