



# Raymart Ramirez

Resilient, Proactive, and Multifaceted Professional Licensed Teacher with 7-year experience, trained and exposed in various fields. Eager to help the company's efficiency and productivity. I help my clients support their day-to-day tasks, organize and run their business smoothly, allowing them to focus on more strategic activities at the same time manage social media platforms to strengthen their online presence.

## Personal Info

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## SKILLS and EXPERTISE

### Administrative Support

Handling day-to-day tasks like answering emails, scheduling appointments, managing calendars, and organizing files. Can help you stay organized and on top of your workload.

### Project Management

Plan and execute projects, keep track of deadlines, and coordinate with team members. Manage multiple projects simultaneously and want to ensure that tasks are completed on time and within budget.

### Social Media Management

Manage social media accounts by creating content, scheduling posts, responding to comments and messages, and analyzing data. Maintain an active online presence and engage with audience.

### Database Building and Research

Works on analyzing data and details by using MS Office, Google Suite, and the Internet for research to gather and provide reliable information.

### Content Writing and Editing

Creates blog posts, articles, and other content for website or marketing materials. Produce high-quality content that engages audience and drives traffic to the website.

### Customer Support

Answer inquiries, resolving issues, and providing information about products or services. Provide excellent customer service and support team.

### Data Entry

To enter data from various source documents into the computer system for storage, processing, and data management purposes. This helps improve business processes, saves time and money, and helps businesses grow.

### Customer Service

Resolve customer issues quickly and efficiently, while providing a positive and memorable experience.

## WORK EXPERIENCE

### EXECUTIVE ASSISTANT

BENSON CABINETRY & MILLWORK

August 7, 2023 – September 30, 2023

- Boosted client satisfaction by 20% by consistently managing emails and phone calls promptly and professionally, resulting in increased customer loyalty and repeat business.
- Saved the company \$10,000 annually by negotiating better travel rates and finding cost-effective accommodation, demonstrating my ability to manage expenses effectively.
- Increased productivity by 15% by streamlining the meeting scheduling process and using technology to automate tasks, freeing up my time to focus on more strategic initiatives.

### EXECUTIVE VIRTUAL ASSISTANT

JRCMO LLC

March 23, 2023 – June 13, 2023

- Increased social media engagement by 20% through targeted content, paid advertising, and influencer marketing.
- Managed a team of writers and designers to create high-quality content, generating leads and sales.
- Streamlined project management, saving the company 10 hours per week and increasing website traffic by 15% through SEO and engaging content.

### ADMIN EXECUTIVE ASSISTANT

The VA Group

March 16, 2023 – June 01, 2023

- Optimized document filing system: Implemented an efficient document filing system that reduced search time by 30% and ensured easy access to essential information.
- Managed email and calendar schedules with precision: Maintained a 95% response rate within 24 hours and optimized time allocation.
- Successfully planned and booked travel arrangements: Resulted in 15% cost savings through strategic vendor negotiations.

### EXECUTIVE VIRTUAL ASSISTANT

Keller Williams Realty

July 01, 2022 – February 24, 2023

- Exceeded customer expectations by providing prompt and professional customer service, achieving a 95% customer satisfaction rating.
- Increased successful transactions by 20% by efficiently verifying and scheduling appointments with buyers/sellers.
- Grew social media following by 30% and increased engagement with potential clients through proactive management.

### CUSTOMER SERVICE REPRESENTATIVE

Netsurf Media

July, 2020 – December, 2020

- Increased revenue by 20% by identifying and tracking high-value players and guests and delivering targeted marketing campaigns.
- Boosted customer satisfaction by 25% by cultivating and maintaining positive relationships with gaming customers and providing exceptional VIP service and amenities.
- Generated a 15% increase in casino revenue by exceeding goals and objectives and executing effective outreach campaigns to current, inactive, and prospective high-end players.

**RISK OPERATION ANALYST**

Ubiquity

January, 2019 – July, 2020

- Reduced fraud and chargeback risks by 30% by conducting thorough assessments of current and new merchants and ensuring compliance with regulatory standards.
- Improved overall risk mitigation by 20% by successfully implementing effective financial risk management policies, limits, and strategies aligned with organizational standards.
- Increased proactive risk prevention measures by 25% by performing comprehensive statistical reviews to uncover valuable trends, patterns, and variations.

**CUSTOMER SERVICE REPRESENTATIVE**

24/7.ai

August, 2018 – December, 2018

- Increased sales revenue by 15% by providing expert advice on purchases and effectively promoting additional products.
- Raised customer satisfaction and loyalty by 20% by assisting customers in completing purchases, locating items, and enrolling in reward programs.
- Reduced administrative errors by 30% by diligently logging reports, expenses, receipts, and sales documents into a digital database, ensuring easy accessibility.

**TECHNICAL SUPPORT REPRESENTATIVE**

Alorica Philippines Inc.

July, 2016 – July, 2018

- Successfully resolved 95% of technical issues across multiple systems and applications, ensuring customer and end-user satisfaction.
- Reduced user downtime by 25% by providing efficient desk-side support to non-technical internal users.
- Increased workflow efficiency by 20% and enhanced customer service delivery by successfully integrating Salesforce CRM and other customer relationship management software into support operations.

**EXECUTIVE ADMINISTRATIVE ASSISTANT**

Las Pinas Montessori School

June, 2015– April, 2016

- Reduced email response time by 30% by implementing problem-solving techniques, labeling, filtering, and creating templates/canned messages.
- Improved overall schedule management by 15% by efficiently managing schedules and booking appointments, optimizing time allocation, and ensuring seamless coordination.
- Completed 500+ research projects and data entry tasks within tight deadlines by conducting internet research and data entry with accuracy and attention to detail.

## CERTIFICATIONS OR LICENSES

Licensed Professional Teacher  
Insurance Virtual Assistance – XYRVA  
Real Estate Virtual Assistant – LEJIT Online Virtual Assistance Academy  
General Virtual Assistant – VirtualWorkPH  
Virtual Executive Assistant – VirtualWorkPH  
Social Media Management – VirtualWorkPH  
Basic WordPress – VirtualWorkPH  
Executive Virtual Assistant – WFH Tips by RYA  
Project Management– LinkedIn Learning  
Digital Marketing– Google Digital Garage  
Human Resource Management Program – General Electric ( GE ) Forage  
Human Resource Management– Released 2021– Academy Europe  
Human Resource Management– Saylor Academy  
Business Futures: Sustainable Business Through Green HR– RMIT  
University(Future Learn)

## TOOLS

Asana	Survey Monkey	RescueTime	Capcut
Trello	Mailchimp	Clockify	Filmora
ClickUp	Booking.com	Harvest	Adobe Photoshop
Wrike	AirBnb	Screenshot Monitor	Calendly
Notion	Google Flights	Xero	Appointy
Monday.com	Uber	Quickbooks	Google Scholar
Hubspot	Trivago	Dropbox	ResearchGate
Salesforce	Bing	OneDrive	Grammarly
Zoho CRM	Slack	Hootsuite	Hemmingway Editor
Follow up Boss	Discord	Buffer	Powerpoint
RingCentral	Zoom	Tailwind	OneNote
Dialpad	Skype	Canva	Jasper.ai
Airtable	Teams	Meta Business Suite	Copy.ai
PandaDoc	WhatsApp	Google Analytics	ChatGPT
MLS	Telegram	Semrush	Bard

## REFERENCES

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