



Janine Kaye Visitacion

Sales Consultant | Customer Support |
SMM& Retail VA | SEO Specialist

CONTACT

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SKILLS

Hard Skills

- Graphic Design
- FB Marketing
- Off-Page SEO
- Website Design
- Google Analytics
- On-Page SEO
- Amazon SEO
- Online Arbitrage
- Email Management
- Travel Management
- Copy Writing/ Creative Writing

Soft Skills

- Customer/ Client relations
- Problem-Solving
- Innovative
- Consultative Selling
- Goal Oriented
- Administrative Support
- Teamwork
- Patience
- Attention to detail
- Computer Savvy
- Collaborative

PROFILE INFO

Customer Service Representative brings top-notch oral and written communication, active listening, and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Profit-minded Sales Professional with demonstrated success driving sustained revenue by working and connecting with customers. Passionate to learn more knowledge and skills in any field of work or business

WORK EXPERIENCES

Mar. 2023 - October 2023

Priceworth Retails Pty. Ltd. | Remote/ Freelance Work

Social Media Marketer/ Retail VA

- Developed and executed comprehensive social media strategies to increase brand awareness and engagement on different platforms such as Facebook, Instagram Gumtree, Carousell, eBay, and Shopify.
- Engaged with the online community, responding to comments and inquiry messages promptly.
- Created and curated engaging content, including text, images, and videos, to attract and retain followers.
- Assisted in developing and executing social media campaigns to promote products or sales promotions.
- Attend and follow up on customers' inquiries or orders by making and answering calls and/ or emails.
- Processed orders, generated invoices for customers, and scheduled freight delivery for customer's orders.

July 2021 - Feb. 2023

Newfold Digital Cebu City, Cebu, Philippines

Website Sales Consultant

- Cultivated and expanded a client roster by maintaining regular correspondence via phone and email.
- Generated new business leads by leveraging referrals from existing clients, resulting in sales that surpassed monthly targets by over 120%.
- Collaborated closely with the sales team, consistently achieving or surpassing personal sales quotas.
- Conducted comprehensive website analyses for clients, identifying areas for improvement and change.
- Presented diverse website services to clients including WordPress hosting, Site Plus hosting, SSL CERTIFICATE, SiteLock Malware protection, SEO marketing, PPC (pay per click), business directory/listings, and more.
- Procured new clients and nurtured existing relationships, effectively highlighting product advantages, and benefits, and addressing technical inquiries to overcome objections and secure sales.

TOOLS I USED

- Adobe Photoshop
- Zoom
- Capcut
- Canva
- Teams
- Reely
- Loom
- Asana
- Microsoft Office
- Google Suites
- Zendesk
- Gorgias
- Wordpress
- Hubspot
- Calendly
- Grammarly
- Helium 10
- Revseller
- Keepa
- Shopify
- Meta Business Suite
- Slack
- NopCommerce
- Google Analytics
- Semrush

CERTIFICATES

Nov. 2022 | AMEX VA

Training for Amazon Virtual Assistance

[Click the link to access the Certificate](#)

[Click the link to access the Certificate](#)

Sept. 2023 | ProVA

Training for SEO Specialist

[Click the link to access the Certificate](#)

Apr. 2023 | VATP

Training for Social Media Marketing

[Click the link to access the Certificate](#)

July 2019 - June 2022

SiriusXM - Concentrix | Cebu City, Cebu

Customer Service and Retention Specialist

- Drove sales growth through effective product and service consultation, utilizing customer service and upselling strategies.
- Elevated Customer Satisfaction Index ratings from unsatisfactory to company-accepted levels.
- Provided exceptional customer service to foster client retention and cultivate new customer relationships.
- Achieved a 10% sales uplift by providing purchasing guidance and introducing supplementary products.
- Identified and addressed profit-related challenges, strategically resolving issues to align with business objectives.

EDUCATION

2021 - 2022

Bachelor of Arts: English Major in Language

Cebu Normal University

Cebu City, Cebu, Philippines

- Graduated as Cum laude

REFERENCES

Eleomar Maglinte

Newfold Digital / Team Leader

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Jude Requiz

ProVA / Senior Seo Manager & Coach

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Rhaevin Bonani

AMEXVA / CEO and Coach

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