



Duterte, Maevan Rose O.

"Aspirant of developing and learning"

Contact Information

09158446235

maevanrose@gmail.com

Objective

Highly driven and dedicated individual looking to use my communication and marketing skills in your company.

Experience

Zhao Chinese Restaurant / Marketing Assistant, Cashier

Jan 2021- March 2023, Ayala Terraces, Cebu City

- Establish and maintain relationships with new and existing clients through networking and prospecting. Create goals and objectives in order to approach customers through appropriate marketing channels.
- Calculate and return change when required by the payment method, assist in stocking and rotating merchandise, handle customers complain.

Foundever / Technical Support Associate / Chat Support

April 2023 - February 2024, Synergis building, Panagdait Road Cebu City

- Takes calls from customers answering questions and addressing any concerns they may have.
- Handle inbound calls from customers, listening to customers' needs and issues, providing helpful solutions to their problems and troubleshoot customer issue and provide technical support
- Responding to customer's chat queries in a timely manner.

SK Designers & CO / Social Media Manager

August 2023, Gov. M. Gervacio Avenue, Nasipit Road, Cebu City

- Responsible for upcoming product launches, creating videos, analyzing data across platforms.
- Use social media tools to craft and release content to our social channels; develop social media campaigns in collaboration with the marketing team.

Smartsourcing / Administrative Virtual Assistant

Feb 2024 – October 2024, Crown 7 Business Center, Pope John Paul II Ave, Cebu City

- Specializes in providing administrative services to customers from a distant location.
- Task includes organizing appointments, processing real estates, and maintaining email accounts.

- Create quotation & invoices via QuickBooks online.
- Send reminders to clients for overdue invoices via QuickBooks online.
- Amend/void invoices as per customer's disputes.
- Send QuickBooks payment links to customers when requested.
- Match payments from cheque/direct deposit to QuickBooks online.
- Track sales weekly/monthly/quarterly.

Education

AMA University and Colleges / BSBA major in Marketing Management
2021 - 2023, Maxima St., Villa Arca Subdivision, project 8 Quezon City
(Undergraduate)

St. Paul Learning Center / Senior high school (ABM)
2018 - 2020, Don Gervacio Quijada St., Guadalupe, Cebu City
(Graduated from Senior High School)

Golden Success College / Junior High School
2011 - 2018, 1297 V. Rama Avenue. Core Singson St. Guadalupe, Cebu City
Graduated from Elementary and Senior High School

Guadalupe Elementary School / Elementary
2007 - 2011, 1297 V. Rama Avenue., Guadalupe, Cebu City

Skills

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- Computer skills and competent with Microsoft skills (Word, Excel, Power Point)
 - Editing skills (Canva, Instagram, Inshot, Lightroom, Capcut)
 - Communication skills
 - Customer service skills
 - Time Management skills
 - Open minded and eager to pick up new ideas

Personal Data

Date of birth: September 23, 2000
Place of birth: Lapu Lapu City
Civil status: Single
Citizenship: Filipino
Religion: Roman Catholic

Character Reference

Gilbert N. Ortega (Head Chef)
Zhao Chinese Restaurant
09261258193

Enable Business Pte Ltd
Madonna Flores (Admin Manager)
Contact no. 09561549204

Kristine Semaña (Technical Support Agent)
Foundever
09773264557