
James Lou Codilla

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VIRTUAL ASSISTANT

About

Dedicated customer service, technical support, and content moderation specialist with 7 years of experience in ensuring a positive user experience and maintaining brand integrity. Skilled in providing exceptional customer support, resolving inquiries, and addressing concerns promptly and effectively. Experienced in monitoring and moderating online content to ensure compliance with guidelines and policies while fostering a safe and engaging user environment.

HARD SKILLS

- Canva
- Trello
- Google Drive
- Google Sheets
- Outlook
- Microsoft Excel
- Microsoft Word
- Skype
- Zoom

SOFT SKILLS

- Multi Tasking
- Competitive
- Can work with less supervision
- Excellent written and communication skills
- Time management skills
- Flexible and can easily associate with others

Education

- University of Mindanao Bachelor of Science in Information Technology Associate Course

Experience

Virtual Assistant - 2022-2023

Highly skilled virtual assistant with proven expertise in cold calling, lead generation, Shopify, HubSpot, and various social media tools. I excel in providing e-commerce support, generating leads and sales, enhancing customer engagement, and implementing impactful digital marketing strategies. I am dedicated to optimizing business operations and driving significant online growth.

Concentrix - Sr. Quality Evaluator (Content Moderation) 2021-2024

Experienced Sr. Quality Evaluator in Content Moderation, specializing in reviewing and ensuring adherence to content guidelines, maintaining high standards of accuracy, and providing detailed feedback to enhance content quality and compliance to the project.

TELEPERFORMANCE - Technical Support Representative (Voice, Email, Chat) Quality Analyst 2017-2021

Results-oriented BPO professional with extensive experience as a Technical Support Representative (Voice, Email, Chat) and Quality Analyst. I excel in providing exceptional customer support, driving service quality, and leveraging performance metrics to enhance team efficiency and elevate customer satisfaction.
