

# JANINE JAMITO

## ADMINISTRATIVE VIRTUAL ASSISTANT

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### PROFESSIONAL OVERVIEW

Highly efficient Virtual Assistant with 5 years of experience providing general and administrative support to executives and entrepreneurs. Proficient in managing high-volume email inboxes, calendars, arranging travel,

### WORK EXPERIENCE

#### Administrative Assistant – Personal Admin

Baker's Floor and Surface | 2022 - Present

- Provide comprehensive administrative support to CEO, managing inbox, calendars and scheduling appointments
- Manage travel arrangements, including flight bookings, hotel accommodations and restaurant reservations, resulting in seamless travel experiences
- Act as the point of contact between the executive and the team
- Maintain confidentiality and handle sensitive information with utmost professionalism

#### Virtual Assistant

CoverDesk | 2020 - 2022

- Responsible for regular business communication to clients regarding insurance policies
- Create and manage client invoices, process payments, and communicate to develop payment plans and resolve invoice discrepancies
- Utilize Ezlynx to prepare various correspondence, reports and other written material
- Organize contact lists - Maintain accurate contact lists and databases for seamless communication

#### Real Estate Virtual Assistant

Scalewind | 2020 - 2020

- Conduct client or market surveys to obtain information about potential leads
- Research and maintain lead generation database
- Provide accurate and timely information to management

### EDUCATION

#### Undergraduate

College, University of the East-Caloocan  
2012

### HARD AND TECHNICAL SKILLS

- Email management
- Calendar management
- Scheduling and coordination
- Administrative Support
- Hotel & Restaurant bookings
- Multi-Tasking
- Customer Service
- Data Entry
- MailChimp
- Asana
- Zoom
- Slack
- Ezlynx

### SOFT SKILLS

- Communication
- Time Management
- Attention to detail and accuracy
- Professionalism
- Adaptability and flexibility

## WORK EXPERIENCE

### Email Support Representative

TTEC | 2017 - 2020

- Provide prompt, professional, and accurate responses to customer inquiries through email
- Handle a high volume of emails and prioritize tasks based on urgency and importance
- Maintain accurate records of customer interactions and solutions provided for future reference

schedule meetings and handling confidential information. Committed to providing exceptional customer service and accuracy in data entry and database management.

### Email Support Representative

TaskUs | 2016 - 2017

- Forward requests as per escalation policy to higher level of support
- Ensures all customer communications are professional, accurate, and timely
- Resolves customer email requests related to billing and account issues, and technical assistance

### Customer Associate Executive (Chat Support)

Concentrix/Convergys | 2015 - 2015

- Troubleshoot basic technical issues and suggest possible solutions or provide support in resolving inquiries
- Offers exceptional sales presentations and product knowledge while assisting up to 2 customers simultaneously
- Maintain a high level of professionalism and customer service etiquette in all interactions

### Customer Care Specialist (Phone Support)

Concentrix | 2014 - 2015

- Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution
- Provide customer service for inbound and outbound calls, answered questions and provided basic trouble shooting assistance
- Documents details of customer interaction into system while on the phone