



## CONTACT ME AT

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## SKILLS SUMMARY

- English Proficiency
- Computer Literacy
- Typing speed
- Microsoft word, excel and powerpoint proficiency
- Quickbooks Accounting Software
- Magento
- Shopify
- Mailchimp
- Graphic Design (Canva)
- Email Management
- Email Marketing
- Social Media Marketing and Management
- E-Commerce Management

## AWARDS

- Sprii.ae Employee of the Year (2016)

# MARIEL DE BELEN PANTE

## VIRTUAL ASSISTANT

### PERSONAL PROFILE

I am a current small business owner who recently graduated in an Online Academy for Virtual Assistant course and has years of experience in Customer Service and Operations both in E-Commerce industry and BPO business.

### WORK EXPERIENCE

#### Business Owner

KNB.PH Meryenda & Desserts | Aug 2020 - present

- Managing and monitoring the business flow from top to bottom.
- Create new social media marketing techniques to keep the business running.
- In-charge of hiring employees that are suited for the tasks that are needed to be filled.
- Produces signature recipes for the bakeshop.

#### Business Owner

Modny.ph | July 2017 - May 2020

- Managed the inputs on products' data in Shopify.
- Collaborated with courier partners to make the COD and non-COD deliveries possible.
- Hired employees that are capable and we-suited for the company.
- Managed workflows from top to bottom.

#### Customer Service & Operations Executive

Sprii.ae | July 2016 - May 2017

- Monitor and resolve delivery issues.
- Answers customers' queries using different platforms.
- Communicate and update customers regarding any issues encountered on their order/s.

#### Telemarketing Specialist

Fast Telecom Group - Dubai (Etisalat's Channel Partner) |

March 2016 - April 2016

- Manage social media accounts for advertisements' promotion.
- Answers customers' queries via phone and using different social media platforms.
- Educate customers regarding different Postpaid plans' offers to find what's suited for them.
- Collect all the needed documents to assist customers in applying for their desired Postpaid plan.

## TRAININGS

Gov. L-Ray English Proficiency Program  
(Nov 8, 2010 - Dec 17, 2010)

COL English Training  
(Dec 27, 2010 - Jan 7, 2011)

Quickbooks Products' Specific Training  
(Aug 16, 2011 - Sept 16, 2011)

Online Academy General Virtual Assistant Training  
(Oct 9, 2021 - Oct 11, 2021)

## PERSONAL INFORMATION

- Birthdate: March 20, 1992
- Age: 29
- Nationality: Filipino
- Religion: Roman Catholic
- Marital Status: Single

### Level 2 Support Supervisor

Sutherland Global Services Philippines, Camsur Branch (Intuit Quickbooks)  
| July 2014 - Sept 2015

- Take over and resolve escalated calls from Level 1 Customer Service.
- Support Level 1 Customer Service representatives if needed.
- Communicate with Level 3 Support team about any issues that needs to addressed by the higher administration.

### Business Consultant

Sutherland Global Services Philippines, Camsur Branch (Intuit Quickbooks)  
| Aug 2011 - July 2014

- Assist customers in registration of their Accounting Software.
- Answers basic queries and provide needed knowledge on how to use the software.
- Sell Quickbooks software according to the customer's needs.

### Customer Service Representative

Sutherland Global Services Philippines, Camsur Branch (H&R Block)  
| Dec 2010 - Feb 2011

- Solve sensitive bank transactions within a strict allotted time.
- Practice excellence in Customer Service field without compromising confidential customers' details.

## EDUCATIONAL HISTORY

### University of Nueva Caceres

BA Psychology | A/Y 2009 (2nd semester) - 2013  
Jaime Hernandez Ave. Naga City 4400 Philippines

### Brentwood College of Asia International School

BS Business Administration major in Management | A/Y 2009  
(1st semester)  
Blumintritt st. Dayangdang Naga City 4400 Philippines

### Camarines Sur National High School

A/Y 2004 - 2009  
Peñafrancia Ave. Naga City 4400