



## JOCELYN DANIEL

CSR AND GENERAL VA

### PROFILE

- An experienced customer service representative for 3 years and a dedicated General Virtual assistant with intensive training at Filipino Virtual Assistant Academy and graduated with a gold certificate on time.
- I possess excellent knowledge in Gmail and Google Drive, excel, word
- I can easily adapt to change
- Fast learner and trainable

### Skills & Abilities

- Customer Service
- Admin task
- Social Media Management
- eBay Product Lister and product researcher
- Data Entry
- Transcription
- Web Research
- File Management
- Email Management

### Contact



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Puerto Princesa Palawan PH

## TRAININGS

- Freelancing Course at FVA Academy
- Customer Service Training at Sykes Asia Inc.
- Self study about eBay product research using ZikAnalytics ( youtube tutorial videos)

## WORK EXPERIENCE

TRAINEE ||FVA ACADEMY

June 3- June 30, 2020

- I was able to submit portfolios on time
- Focus on the work of a General Virtual Assistant
- Familiarize and practice using the VA tools such as google drive, canva, hootsuite, google ads

## CUSTOMER SERVICE REPRESENTATIVE II

May 8, 2017- April 30, 2020

- Take phone calls (50 average calls per day)
- Answer customers inquiry about product and services
- Handle escalation calls
- Resolve customer concern and providing option
- Providing Customer Satisfaction

## OTHER SKILLS

- Computer Skills
- Communication skills
- Interpersonal Skills
- Time management
- Problem solving
- Team Player
- Resourceful
- Can work with minimum supervision

## EDUCATION

MATER DEI COLLEGE|| 2003-2007

COMPUTER SCIENCE