

Quenie Arsula

Virtual Assistant

I am an experienced virtual assistant with 4 years experience. Passionate about helping clients achieve their goals and maintain efficient workflows.

CONTACT



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EXPERIENCE

2021 -2022

VA Chat Support

Pawroll

- Respond to customer inquiries via email and chat in a timely manner.
- Track and follow up on order status and deliveries.
- Assist customers with order placements, refunds, lost parcel, & returns.
- Provide accurate information about products and services.
- Work closely with team members to achieve customer service goals.
- Gather customer feedback and insights to improve service and products.

2020 - 2024

VIRTUAL ASSISTANT

Clixflow

- Analyze campaign performance metrics and prepare reports.
- Schedule and manage posts on social media platforms.
- Maintain and update marketing databases and contact lists.
- Track and report on marketing performance metrics.



SOFTWARE EXPERIENCE

- Facebook
- Microsoft Office
- Google Sheets
- Slack
- Thrive Tracker
- Netcraft
- Google safe browsing
- Zoom
- Open VPN
- Strong VPN

SKILLS

- Customer Service
- Management Skills
- Email Compliance
- Communication Skills

EDUCATION

2022 - 2023

Undergraduate

University of San Jose - Recoletos

- Bachelor of Science in Tourism Management

REFERENCE

Liza Sol

Area Manager - Urban Eats Food Services



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