





RHONA MICLAT


Virtual Assistant | Customer Support

Dependable and detail-oriented Virtual Assistant with 5 years of experience creating, designing, and developing webpages using different platforms such as Groove, Godaddy, Wix, WordPress, etc. Knowledgeable in using Microsoft Products, Google Products, Canva, Filmora, and other basic editing tools.

Contact

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About me

I am a dedicated person with a family of five. I have been successful at raising a family, and I attribute this success to my ability to plan, schedule, and handle many different tasks at once. This flexibility will help me in delegating routine tasks in order to focus on priorities.

Virtual Assistant Skills & Expertise

- Flexible Administrative Skills
- Data Entry
- Internet Research
- Excellent phone, email and instant messaging communication skills
- File Management (organizing files using Dropbox etc.)
- Expertise in Microsoft Office and Google Products

Experience

Virtual Assistant

Reborn EXPERIENCE | Jan. 2019 - FEB. 2024

- Creation of Presentation (PPT and Canva)
- Graphic and Image Design (Canva)
- E-mail Support
- E-mail Marketing
- Social Media Marketer (FB & IG)
- Video Editing (Filmora)
- Creating web pages using WordPress, Godaddy, Groove, etc.
- Managing files and data.

Copy editor | Course Creation

UPWORK | January 2019

- Creating Course Module
- Research Creating PowerPoint & Video Presentation
- Proofreading
- Major Revision

Virtual Assistant

FHMOMS | AUG. 2018 - JAN. 2019

- Administrative Task
- Logo Designing
- Info graphics
- Calendar Management
- Social Media Moderator
- Content Creation for YouTube Channel
- Creating Presentation using different tools and platforms

Sales Associate

HOME CREDIT PH | JUL. 2014 - OCT. 2014

Assisting customer & processing loan for their commodities (ex. phones & gadgets, musical instruments & two wheeler)

Customer Support Skills & Expertise

- Clear communication skills
- Taking Responsibility
- Effective Listening
- Empathy
- Persuasive Speaking
- Ability to Use Positive Language
- Closing ability

Academic Background

New Era University

BA IN MASS COMMUNICATIONS
MAY 2010

FHMOMS Online University

INTRODUCTION TO FREELANCING
JANUARY 2019

Certifications

FHMOMS ONLINE UNIVERSITY

BASIC FREELANCING
JANUARY 7, 2018

FHMOMS ONLINE UNIVERSITY

INTRODUCTION TO FREELANCING
AND VIRTUAL ASSISTANCE
JANUARY 15, 2018

SKILL SUCCESS

SOCIAL MEDIA MARKETING
MASTERCLASS
JANUARY 7, 2019

Language

ENGLISH
FILIPINO

Experience

Customer Service Representative

TRANSCOM | AUG. 2016 - FEB. 2018

- Providing basic guides or detailed troubleshooting steps to the customer for their units (. & gadgets, television, home appliances) to solve technical issues.
- Offer wireless remote assistance with their consent and permission to resolve highly technical issues. Inform them about product specifications, details, features, and rewards freebies. I also help clients and customers with the repair of their units.

Customer Service Assistant

SM TICKETS | AUG. 2011 - JAN. 2012

- Manage social media accounts, record invoices, write reports, answer phone calls, handle customer inquiries and respond to email.
- Manage schedule and reservation of events, concerts, shows, etc.
- Help in the promotions and sales of tickets; make sure the product or service sold to customers had been delivered as promised.

Customer Service Representative

PACIFIC HUB CORP. | APR. 2010 - MAY. 2011

- Handle inquiries and resolve customer complaints. Obtain and evaluate relevant information to verify the complaints of customers. Record details of inquiries, comments, and complaints.
- Perform customer verification and follow up on the professional interaction of dispatch technicians who resolve their complaints.

Reference

Maria Korina Bertulfo
CEO & Founder, FHMOMS

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Diana Pushi
Founder & Life Coach , ReBorn
Experience

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