

CALLEJO, MARY IVY JOY B.

I am eager to leverage my skills and experience as a Virtual Assistant to support your business needs effectively. I am adept at multitasking and prioritizing tasks to meet deadlines and exceed expectations.

EDUCATION

BACHELOR OF SECONDARY EDUCATION: MAJOR IN ENGLISH
Bulacan State University- Sarmiento Campus (2018-2022)

- Minored in Mandarin
- Dean's Lister Awardee 2021-2022
- CUM LAUDE

TECHNICAL-VOCATIONAL: CALL CENTER SERVICES
San Jose Del Monte National Trade School (2016-2018) ·
Senior High School

- With honors and Conduct Awardee

San Jose Del Monte National Trade School (2012-2016)

- High School

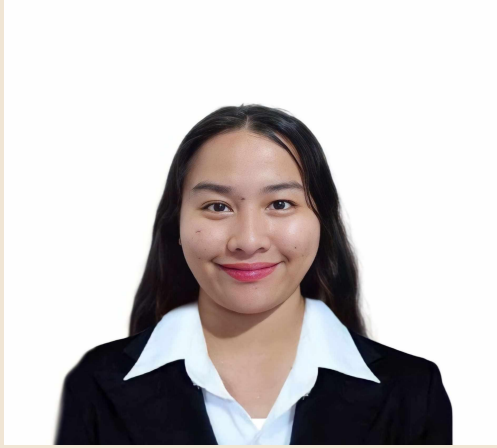
WORK EXPERIENCE

Technical Support Representative in
Amazon Alorica Philippines | 2022 - 2023

- Provide prompt and courteous technical support to customers via phone, email, and chat channels.
- Diagnose and troubleshoot hardware and software issues related to Amazon products, including Echo devices, Kindle e-readers, and Fire tablets.
- Guide customers through the setup, configuration, and usage of Amazon devices and services.
- Escalate complex technical issues to appropriate internal teams for resolution.
- Document customer interactions and resolutions accurately in our CRM system.

CERTIFICATES & TRAINING ATTENDED

- Work Immersion at 3S Offshoring & Outsourcing Inc. Six Days Immersion for Call Center training (2017-2018)
- Selling on Amazon Seller Central inc. FBA, FBM, Product Creation, Amazon PPC, Orders & Pricing
- Shopify: Your Essential Guide to E-commerce Success
- Professional Diploma in Social Media Marketing & Copywriting



CONTACT

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City of San Jose Del Mote
Bulaca, Philippines

SKILLS IN SOCIAL MEDIA MANAGER

- Social Media Management
- Creating Product Pages
- Social Media Optimization
- Graphic Design
- Video Editing
- Verbal and Written Communication
- Facebook Advertising
- Admin Tasks
- Tiktok ads

TOOLS

- Business Manager
- Business Suite
- Shopify
- Slack
- Asana
- Google Sheet
- Click-up
- Incognition
- Adspy
- Miro
- Godaddy