



# JEFFERSON CORTEZ

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Customer Service
- Data Entry
- Appointment Setting
- Google Suite
- Microsoft Office

## TOOLS

Visual Studio Code  
SQL  
Salesforce  
Zendesk  
Gorgias  
Shopify  
Click Up  
Notion  
Google and Microsoft  
Tools

## PERSONAL PROFILE

A dedicated Virtual Teammate with extensive and invaluable experience in the dynamic BPO industry, focusing on e-commerce, tech, and finance. With an unwavering commitment to excellence, I aim to exceed expectations and consistently thrive in fast-paced environments.

## WORK EXPERIENCE

### JUNIOR DATA SUPPORT

[Style Arcade](#) | MAY 2023 - FEB 2024

- Ensuring data availability, reliability, and accessibility for analysis to drive sales strategies and customer insights.
- Collaborating with developers and the production, marketing, and sales teams to enhance customer service and boost brand awareness.

### E-COMMERCE CUSTOMER SUPPORT

[Intrepid Philippines](#) | JAN 2022 - OCT 2022

- Promptly responding to customer inquiries through phone, email, social media, or chat applications to address their needs and concerns.
- Aligning customer experience strategies with marketing initiatives and keeping customers informed about new product features and functionalities to drive sales.

### DIGITAL MEDIA SUPPORT

[Intrado](#) | OCT 2017 - DEC 2020

- Delivering platforms that empower organizations to engage, influence, and inform their key audiences, including employees, customers, investors, and the media.
- Planning and organizing events, ensuring seamless execution from start to finish to drive customer engagement and sales opportunities.

## EDUCATION HISTORY

[University of Makati](#)

- Bachelor of Science in Marketing, 2011