



# DIVINE GRACE DOLOR

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Database Management
- Project Management
- Communication and Collaboration
- Document Management
- Social Media Management
- Customer Relationship Management
- Administrative
- Transaction Management
- Engagement Management
- Lead Generation
- Appointment Setting
- Proficiency in Microsoft Office Suite, and Google Suite
- Basic Data Analysis
- Organization and time management

## PERSONAL PROFILE

Driven and detail-oriented **Administrative Assistant** with over 3 years of experience providing comprehensive support to executives and teams in fast-paced environments. Proven ability to manage multiple tasks simultaneously, prioritize effectively, and maintain a high level of professionalism under pressure. Adept at anticipating needs and exceeding expectations.

## WORK EXPERIENCE

### SOCIAL MEDIA MANAGER/CUSTOMER SERVICE

#### American Pit Bull Foundation & Whole Dogs | January 18- present

- Create engaging content, adhering to brand guidelines and audience preferences for scheduled posts
- Manage ongoing social media campaigns.
- Monitor social media channels daily for any potential issues or negative sentiment, responding promptly to mitigate reputational risks.
- Manage and track website orders, ensuring seamless processing and customer satisfaction for the American Pit Bull Foundation.
- Handle inquiries and provide solutions for the American Pit Bull Foundation, ensuring excellent service and support.

### CUSTOMER SERVICE REPRESENTATIVE

#### Arcus Paris | April - Present

- Track and log orders, ensuring accurate and up-to-date records.
- Coordinate with logistics partners for timely deliveries.
- Communicate with customers about order status, resolving issues like replacements, address changes, and refunds. Maintain high customer service standards with clear and empathetic communication. Collaborate with sales, logistics, and customer support teams to improve processes and satisfaction. Analyze order processing performance and implement improvements.
- Execute email campaigns to update customers on order status.

## TOOLS

Notion  
Trello  
Google Suite  
Showing Time  
Bomb bomb  
KW Command  
Dot loop  
Click-up  
Asana  
Monday.com  
Canva  
Figma  
systeme.io  
Meta Business Suite  
Slack  
Microsoft Teams  
Google Meet  
Skype  
WooCommerce  
Apollo.io  
ChatGPT  
Capcut  
Zoom  
Hubspot  
Squarespace  
LastPass

## EDUCATION

**University of Perpetual Help Rizal**  
Associate in Hotel and Restaurant  
Management  
1997-2001

**International School for Culinary  
Arts and Hotel Management**  
Culinary Arts  
2002

## WORK EXPERIENCE

### SOCIAL MEDIA MANAGER

**Success after discharge | January 29 - March 5 2024**

- Developed and executed comprehensive social media strategies aligned with organizational goals.
- Monitored brand mentions, hashtags, and relevant keywords across social media platforms, addressing any negative feedback or crises promptly and professionally.
- Generated engaging content including text, images, and videos, ensuring adherence to brand guidelines.
- Actively engaged with the audience through responses to comments, messages, and mentions, fostering relationships with followers and influencers.

### SOCIAL MEDIA MANAGER

**WeHealth | October 2022- Present**

- **Content Planning:** Plan and schedule social media content calendar to ensure consistent and timely posting.
- **Audience Engagement:** Engage with followers by liking, sharing, and commenting on relevant posts to build community and brand loyalty.
- **Trend Monitoring:** Stay updated on industry trends, social media updates, and emerging platforms to keep content fresh and relevant.
- **Campaign Management:** Design and execute social media campaigns to drive brand awareness, engagement, and conversions.
- **Analytics Tracking:** Utilize analytics tools to monitor social media performance, track KPIs, and measure ROI.
- **Influencer Collaboration:** Identify and collaborate with influencers and brand ambassadors to expand reach and engagement.
- **Crisis Management:** Handle negative feedback and crises on social media professionally, ensuring minimal impact on brand reputation.
- **Cross-functional Collaboration:** Work with marketing, design, and product teams to ensure cohesive messaging and branding.
- **A/B Testing:** Conduct A/B tests on social media posts and campaigns to determine the most effective strategies.
- **Customer Insights:** Gather and analyze customer insights from social media interactions to inform business strategies.
- **Content Curation:** Curate relevant third-party content to share with followers, providing additional value and maintaining engagement.

### BUSINESS COORDINATOR (REVA)

**Integrity Home Groups | Dec 2021 - Oct 2023**

- **Transaction management:** Preparing contracts, tracking deadlines, and coordinating with lenders, title companies, and other parties involved in the transaction.
- Prepared and distributed reports, presentations, and other materials
- Handled confidential documents and maintained their proper organization
- **Administrative tasks:** Email management, scheduling appointments, managing calendars, and handling paperwork.

## WORK EXPERIENCE

### CYBER RECRUITER (APPOINTMENT SETTER)

Cyberbacker | August 2020- December 2021

- Cold Calling: Makes outbound calls to potential candidates to introduce the company.
- Data Entry: Enters candidate information and recruitment activity data into the company's CRM or applicant tracking system (ATS).
- Command and Database Management: Manages and maintains the company's recruitment database, ensuring accurate and up-to-date information.

### ENGAGEMENT SPECIALIST- INSTAGRAM

GJC | July 2022 (Part-time)

- Developing and implementing engagement strategies.
- Managing and analyzing data by tracking metrics like click-through rates, conversion rates, and social media engagement to measure the success of the strategies.
- Creating social media content, or developing other forms of content to keep the audience engaged.
- Respond to comments and messages in a timely and professional manner

### ENGAGEMENT SPECIALIST- LINKEDIN

MK Consulting | April 2021 - Dec 2021 (Part-time)

- Responding to comments, liking posts, and connecting to widen the network.
- Managing online communities, and building relationships.
- Connecting with individuals and groups with the same line of business to stay up-to-date on the latest trends, best practices, and tools.
- Creating and implementing engagement strategies.
- Cheerleading and supporting other businesses to network and build relationships.

### CUSTOMER SERVICE REPRESENTATIVE

Convergys | August 2019- August 2020 | Telco Sprint

- Customer Support: Delivering exceptional customer service through active listening and effective communication.
- Issue Resolution: Resolving customer complaints and concerns efficiently to ensure high levels of customer satisfaction.
- Performance Metrics: Meeting or exceeding performance targets such as call handling time, customer satisfaction scores, and first-call resolution rates.
- Training and Development: Participating in ongoing training to stay updated on product knowledge, company policies, and call center best practices.
- Team Collaboration: Working closely with team members and supervisors to ensure seamless service delivery and share best practices.
- Multi-tasking: Handling multiple tasks simultaneously, such as managing calls, updating records, and processing transactions.
- Technical Support: Assisting customers with technical issues related to products and services, ensuring quick and efficient resolution.

### CUSTOMER SERVICE REPRESENTATIVE

Sykes Asia | August 2017-May 2018 | Health One Touch J&J

- Providing technical assistance to patients experiencing issues with their healthcare devices.
- Troubleshooting equipment, resetting software, or walking users through new features.
- Maintaining accurate records of technical interactions and resolutions.
- Answering questions and resolving concerns related to their healthcare devices.

### SUPERVISOR POOLS & DECKS

Carnival Cruise Lines | March 2006 - Dec 2014

- Supervise the work of pool attendants and deck stewards, ensuring they maintain high standards of cleanliness and guest service.
- Maintain and inspect pool equipment, furniture, and other amenities.
- Create a welcoming and enjoyable atmosphere for guests on the pool decks.
- Report any maintenance issues or safety concerns to the appropriate department.