



KOKIYA MARIE DAPITANON

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Organizational Skills
- Appointment Setting
- Data Entry
- Research Skills
- CRM Systems
- Calendar Management
- Content Creation

TOOLS

Shopify
Zendesk
Gorgias
Asana
Notion

PERSONAL PROFILE

Dynamic **Virtual Assistant** with expertise in customer service, social media management, and executive support. Skilled in creating engaging content and managing executive tasks, including HR coordination, to streamline business operations. Strong problem-solving, communication, and attention to detail abilities that enhance team performance. Proficient in tools like Gorgias, Zendesk, Shopify, Slack, Canva, Google Workspace, and many more to optimize workflows for clients. Committed to delivering results and driving growth for businesses.

WORK EXPERIENCE

SOCIAL MEDIA MANAGER & MARKETER

Fans Utopia | Dec 2023 - July 2024

- Developed and executed campaigns on Facebook, Instagram, Twitter, and Tumblr.
- Created engaging, platform-specific content.
- Engaged with followers and fostered community growth.
- Email Marketing: Developing and managing email marketing campaigns, creating content, and designing templates.

EXECUTIVE VIRTUAL ASSISTANT TO THE CEO

Pirate Ventures | Dec 2023 - June 2024

- Managed CEO's schedule, and appointments, and handled communication, including emails, calls, and correspondence.
- Provided administrative support and facilitated executive meetings.
- Conducted research and analysis for decision-making.
- Managed special projects and initiatives. Maintained confidentiality and discretion.
- HR Coordination: Scheduled interviews, screened candidates, and maintained
- records using Rippling. Drafted offer letters and employment contracts.
- Basic Accounting: Experienced with Toast software (invoices).



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VIRTUAL TEAMMATE



SKILLS SUMMARY

- Technical Proficiency
- Appointment Setting
- Email Management
- Email Marketing
- HR Support
- Project Management Tools
- Social Media Management

TOOLS

Stripe
ClickUp
Recurly
Google Workspace
Slack

WORK EXPERIENCE

LEAD AGENT (SME)

[Talent Pop](#) | Oct 2022 - Dec 2023

- Provided short-term support during CS staff shortage and absences.
- Assisted and trained new and struggling team members one-on-one.
- Proficient in customer service and e-commerce platforms (such as, but not limited to, Gorgias, Zendesk, ReAmaze, Freshdesk, Shopify, etc.)
- Updated and maintained customer service documentation.
- Suggested new training materials for team members.

CUSTOMER SERVICE & ADMINISTRATIVE SUPPORT

[30 Madison \(Resolved CX\)](#) | Oct 2020 - Feb 2022

- Provided excellent customer service, resolving issues with orders promptly.
- Managed customer databases and updated client information and records efficiently.
- Adapted to various administrative tasks and learned new skills as needed.
- Supported data entry and back-office functions.

SOCIAL RELATIONS SPECIALIST

[FabFitFun \(Awesome OS\)](#) | July 2018 - May 2022

- Monitoring social media platforms for customer queries, comments, and complaints.
- Providing timely and accurate responses to address customer concerns and represent the FabFitFun brand effectively.
- Addressing and responding to both positive and negative feedback, reviews, and suggestions to maintain a positive brand image.
- Maintaining a consistent brand voice and image across all interactions.



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VIRTUAL TEAMMATE



SKILLS SUMMARY

- Multitasking
- Integrity
- Data Entry
- Attention to Detail
- Adaptability
- Initiative
- Time Management

TOOLS

Asana
Recharge
Microsoft Office 365
Stripe
Meta Business Suite

WORK EXPERIENCE

LIVE CHAT AND EMAIL CUSTOMER SUPPORT

[FabFitFun \(AwesomeOS\) | July 2018 - Jan 2019](#)

- Assisting customers in tracking their orders, providing status updates, and resolving issues related to delayed deliveries or order discrepancies
- Managing return or refund requests
- Assisting customers with order management, including changes to orders, cancellations, or modifications Adhering to company policies and procedures for data handling and customer privacy

TECHNICAL SUPPORT REPRESENTATIVE

[Comcast \(VXI\) | Jan 2017 - Jan 2018](#)

- Performed troubleshooting techniques over the phone to identify and resolve technical issues with customers' Internet, Phone, and Email services

EDUCATION HISTORY

[Ateneo de Davao University](#)

- B.S. Biology, 2013 - 2017
- B.S. Architecture, 2011 - 2013