



# REMON DELFIN

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- General Executive Assistant
- Admin Support
  
- Quality Assurance Analyst
- Customer Service Associate
- Social Media Support
- Appointment Setting
  
- Lead Generation

## TOOLS

Zendesk  
Gorgias  
Meta, Facebook, IG  
Microsoft Excel  
Kajabi

## PERSONAL PROFILE

An **Executive Assistant** with 6 years of experience as a Quality Assurance Specialist across various campaigns and 3 years of admin support experience in e-commerce. A tech-savvy, problem solver with a keen eye for detail. Enthusiastic and reliable, skilled in both team-based and independent work environments.

## WORK EXPERIENCE

### SOCIAL MEDIA SUPPORT SPECIALIST

#### ECON FAMILY ACADEMY | 2022 - 2024

- Monitors FB groups' posts and members' requests Respond to direct messages and filter comments on Meta Business Suite. Monitor the Discord server and respond to inquiries.

### ADMIN SUPPORT VIRTUAL ASSISTANT

#### AVENTUS | 2023 - 2024

- Responds to customers' concerns through email Checks order status and modifies shipping information Escalates technical issues to the appropriate department

### IQOR (QUALITY ANALYST) | 2017 - 2023

- Evaluates phone calls and email responses
- Provides QA talks and refresher
- Provides one-on-one coaching calls
- Conducts calibration and weekly webinars.

## EDUCATION HISTORY

### UNIVERSITY OF NEGROS OCCIDENTAL - RECOLETOS

- Bachelor of Science in Business Administration major in Banking.