



MARC DARRYL VILLAREAL

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Email Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Project Management
- Graphic Design
- SEO
- Customer Service

TOOLS

- Asana
- Meta Business Suite
- Microsoft Office
- Trello
- Google Suite
- Canva
- Wix
- Flodesk
- Quickbooks
- Salesforce

PERSONAL PROFILE

A Virtual Executive Assistant with a passion for social media management, I have a diverse skill set and am a tech-savvy person. Trustworthy and reliable, I possess experience in human resources, customer service, and account management.

WORK EXPERIENCE

HUMAN RESOURCE SPECIALIST

Red Ribbon Edsa Pasay Manila Phil. March 7, 2022 - February 21, 2024

- Organized company documents and information to ensure efficient operations.
- Assisted the Store Manager in managing employee relations between crew and management.
- Generated and managed employee payroll.

CUSTOMER SERVICE REPRESENTATIVE

Alorica Inc. - Amazon CS- August 16, 2021 - February 16, 2022

- Provided quality customer service for a pioneer retail international account, ensuring customer satisfaction and retention.
- Utilized provided tools to find possible resolutions to customers' concerns, demonstrating problem-solving skills and resourcefulness.

SOCIAL MEDIA MANAGER AT LOCAL BUSINESS KOREAN GROCERY

RK Anosayo Korean Supermart March 7, 2022 - February 21, 2024

- Increase brand awareness and engagement.
- Utilizing post boosts and ads effectively to reach target audiences and drive customer engagement.
- Monitoring social media channels for customer inquiries and feedback, and responding promptly;

EDUCATION HISTORY

STI College Pasay

- Bachelor of Science in Information Technology Batch 2015