



Marie Sheilen Q. Sarte

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OBJECTIVES

To be in an organization where I can utilize and develop the knowledge and skills I possess.

PROFILE

AGE: 42

DATE OF BIRTH: August 1, 1980

PLACE OF BIRTH: Dumaguete City

RELIGION: Roman Catholic

CITIZENSHIP: Filipino

EDUCATIONAL BACKGROUND

ELEMENTARY: West City Elementary School
1987-1993 Dumaguete City

SECONDARY: Negros Oriental High School
1993-1997 Dumaguete City

TERTIARY: Central Visayas Polytechnic College
1997-2000 Dumaguete City

EMPLOYMENT BACKGROUND

ONLINE FREELANCER

LAM CLINIC (California)

VIRTUAL ASSISTANT (Healthcare)

November 2020 - August 2022

Skills: *Outbound/Inbound Benefits and Eligibility, Claims, Billing, Training*

ROOTSOURCE (Israel) (Project Base)

VIRTUAL ASSISTANT (Administrative Tasks)

Sept 2019- March 2020

Skills: *Project management, Hiring, Basic accounting, administrative task*

ELAM ECOM PTY LTD (Australia)

STORE MANAGER / VIRTUAL ASSISTANT (eCommerce)

April 2019 – October 2021

Skills: *Administrative task, Customer Service, Email support ,Shopify, Oberlo, Loox, Store modification, Social media marketing*

51Talk (Part-Time)

Online Tutor

January 2018 – February 1, 2020

Online Tutor

Upwork

January 2012 - January 2017

Skills: *Administrative task, SEO, Data Entry, Virtual Assistant, Web Research, Customer Service,*

CUSTOMER SERVICE REPRESENTATIVE

Qualfon Phils Inc

January 21, 2013/ October 7, 2014

Skills: *Supervisor Group-Executive Resolutions Dept. (Sup-ERD) Tier II*

Program: *Straighttalk (Technical Support) (Inbound/Outbound)*

Teleperformance (Cebu)

August 18, 2015 – June 1, 2016

Skills: *Customer Service, Claims, Benefits and Eligibility*

Program: *Blue Shield of California (Healthcare) (Inbound/Outbound)*

SPI Global Inc. (Dumaguete City) (Seasonal Account)

July 1, 2016 – October 29, 2016

Skill: *Outbound CSR*

Program: *Springer Nature Textbook Adoption Fall Campaign (Textbook Campaign) (Outbound)*

Teletech Corporation (Dumaguete)

October 31, 2016 – April 2017

Skill: *Customer Service, Claims, Benefits and Eligibility*

Program: *Anthem Georgia (Healthcare)(Inbound)*

SPI CRM Inc. (Dumaguete) (Seasonal Account)

Aug 29, 2017 - Oct 10, 2017

Skill: *Customer Service*

Program: *LifeTouch (Pictures) (Inbound)*

CERTIFICATIONS:

GLOBAL COMMUNICATIONS TRAINING

ePerformax Global Communications and Management Academy March – July 2015

TESOL/TEYL CERTIFICATION

51Talk/Teach International Australia

February 1 - February 17 , 2019