

HANNAH M. AMORES

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I. OBJECTIVES

Highly dynamic Virtual Assistant with 2 years experience providing customer service, content creation, and management support to clients. Adept in multitasking and effectively prioritizing task to achieve best outcomes.

II. WORK EXPERIENCE

Social Media and Customer Service Virtual Assistant

3D Asset LLC | February 2, 2021 - December 31, 2022

- Manage company's social media, edit, publish and share engaging content daily
- Suggest and implement new features to develop brand awareness, like promotions and competitions.
- Manage large amounts of tickets using Fresh desk.
- Handle customer complaints, provide appropriate solutions and alternatives and follow up to ensure resolution.

Rental Property Manager, Freelance

Airbnb, Booking.com and Agoda | January 31, 2021 - November 29, 2022

- Manage multiple vacation rental house through Airbnb, Booking.com and Agoda
- Conduct screening and scheduling of reservations and respond to guest inquiries.
- Adjust rates and availabilities and issue special offer/refunds as necessary.
- Plan, schedule, and coordinate general maintenance and repairs.
- Address complaints from tenants and escalate when needed.
- Analyze customer online reviews and suggest ways to improve ratings.

Collections Specialist

Concentrix | July 20, 2020 - January 20, 2021

- Evaluate customer records and recommend payment plans based on earning, savings data and purchase data.
- Review customer file to identify and select delinquent accounts for collection.
- Negotiate payment arrangements with customers who have delinquent loans.
- Consult with customers to resolve complaints and verify financial and credit transaction.

Accounts Associate

Bigseed Public Relations & Events | October 28, 2019 - June 15, 2020

- Managed key client accounts from various industries.
 - Developed themes and big idea, managed events and coordinated with suppliers.
 - Prepare Event Marketing plans
 - Monitored media mileage / reports both for print and online.
 - Prepared budget proposal per project event and project timelines
 - Developed and executed public relations campaigns that integrated with clients' marketing strategies.
 - Established relationships with the media, clients, suppliers and other stakeholders.
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IV. EDUCATIONAL BACKGROUND

University of San Carlos | 2015 - 2019

Bachelor of Science in Business Management Major in Marketing Management

V. SKILLS / TOOLS PROFICIENCY

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|---------------------------|-------------------------------------|
| • Project management | • Data entry |
| • Calendar management | • Canva, Slack, Meta Business Suite |
| • Customer Service | • Communication skills |
| • Social media management | • Problem solving |
| • Property management | • Creative and Innovative |