

SHIRLY KING RODRIGUEZ
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WORK EXPERIENCE:

Kenterprise Pty Ltd
March 2020 to November 2022
Executive Services Specialist 2

- Executive assistant for the CEO/Founder
- Appointment Setting
- Email Management
- Coordinates across the team for updates
- Onboarding/Offboarding of employees
- Update of Pre-listing kits
- Appointment confirmations via SMS/Phone/WhatsApp
- Calendar Management
- Updating and Creation of web books
- Manages gift register
- Preparation of Social Media Posting (Facebook, Instagram)
- Linkedin Data Entry
- Managing of CRM – Zoho

Wilson and Wilde
Account Management/Virtual Assistant
April 2022 – July 2022 (Project Based)

- Created manuals for new employees
- Transcribed and created online courses using Impira
- CRM management using Clickup
- Email Management
- Proofreading of courses before it comes live

Retool
Research and Data Entry (Input Restaurant, Data Info and App Admin Panel)
Jan 2021 – Feb 2021 (Project based)

- Transfer data from hard copy to a digital database
- Create spreadsheets to track important customer information
- Organize existing data in a spreadsheet
- Verify outdated data and make any necessary changes to records

- Updates database for industry given

Social Sensei

Social Media Assistant

July 2020 – Nov 2020

- Works closely with community manager or social media manager to create engaging content for a company's social media presence, including keeping social media channels updated and brand-focused, and seeking out new social media avenues and ways of connecting with audiences
- Tools used: Asana, Slack, Tailwind, Pinterest, Canva

OpsTales

Virtual Assistant – Social Media

Jan 2020 – July 2020 (Project Based)

- Handles online accounts for update, posting (Facebook, Instagram)
- Handles chat messages and inquiries
- Content Creation
- Tools used: Canva, LinkedIn, Monday, Asana, Slack

Yapak Philippines/ Seven JY Trading

Virtual Assistant – Social Media

March 2018 – Present

- Handles emails and inquiries
- Creates content for Instagram and Facebook
- Uploads Media (Photos and Videos) on pages
- Updates website with up to date information
- Uploads products and description on online shops

Outsourcely

Lead Generation Specialist

January 2015 – January 2017

- Provides a list of accurate and appropriate customers for my client.
- Provides a list of potential investor which is interested towards new businesses and innovation

Recruitment Plus

Lead Generation

November 2015 – November 2016

- Enters details in CRM - Zoho
- Provides accurate leads for various industries

RedEye Apps

September 2013-August 2014

Quality Analyst/Data Entry Representative

- Updates the database with correct images

Trade Allies
January 2012-2013
Transcriptionist

- Transcribes audio/video files into MS Word formats

Teletech Holdings
SM San Fernando
January 2010 – January 2012
Back Office Consultant (Telstra)

- Investigates on accounts and verify errors
- Rectify errors and make callouts if necessary
- Routes orders to the right department for proper remediation if not within the scope of support
- Ensures that all remedies has been done accurately and in a timely manner for customer satisfaction

Sutherland Global Services
Clarkfield, Pampanga
May 2009-December 2009
Communications Analyst

- Coaches employees with regard to Communications
- Monitors agents
- Does daily audits and reports for improvements on agents
- Conducts weekly trainings for new agents

Teletech Holdings
SM San Fernando
July 29 2008- May 2009
Customer Service Representative (Tier 2)-T-Mobile (Escalation Dept)

- Handles all queries regarding the account
- Performs basic troubleshooting for handsets and the services
- Provides resolution for issues with regard to the services
- Performs visual audits to tailor-fit the customer's needs
- Gives overview for billing inquiries
- Audits and scores teammates on quality

Sutherland Global Services
Clarkfield,Pampanga

October 3, 2006 – July 01 2008

Customer Service Representative/Asst.Supervisor (Inbound Sales and Retention-United On Line)

- Handles customer complaints
- Answers queries and provide resolutions
- Gives the customer an overview regarding the product
- Signs up customers
- Coaches new hires regarding the project
- Handles the whole team in the absence of supervisors
- Watches the queue and checks the availability of agents,
- Monitors the service level of the account

EDUCATIONAL ATTAINMENT:

Collegiate: San Sebastian College
Quiapo, Manila
BS-Tourism
1991-1995

Secondary: St. Rita College
Quiapo, Manila
1987-1991

Primary: Holland Junior High
Los Angeles, California
1980-1987

PERSONAL INFORMATION:

Civil Status: Married

Height: 5'2

Weight: 110 lbs.

Religion: Born Again Christian

TRAININGS/ SEMINARS ATTENDED:

Teletech Holdings

TDP (Training Development Program) Team Leaders
November 2011

