



## ADRIANO PUNO

### PROFESSIONAL VIRTUAL ASSISTANT



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#### Career Objectives:

Looking for opportunities to incorporate my skills and training to help the company grow. I am a hardworking individual who strives to achieve the best in all areas, and furthermore, I continue to look forward to learning new skills and advancing my career.

#### Specialized Knowledge

##### Keyword Research

Searching for all relevant keywords for a product to help optimize product listing.

##### Content Creation

Produce entertaining or educational material and are responsible for the contribution of information to any media. Create both digital media and offline content that caters to the interests of a target audience.

##### Travel Management

Help design a company's travel policy, manage travel arrangements, assist with choosing the best corporate travel agency for the business.

##### Social Media Management

Responsible for overseeing a company's interactions with the public by implementing social media platforms' content strategies.

##### Basic Graphic Design

Create illustrations and images using Canva, utilize graphic design skills to create media products such as logo, infographics and more.

##### Data Research and Data Entry

Gather accurate contact information and enter it in the spreadsheet.

#### My Soft Skills

- Problem Solving
- Time Management
- Communication
- Work Ethic
- Integrity
- Adaptability

#### My hard skills

- Computer Skills
- Photo Editing
- Troubleshooting
- Basic Video Editing
- Social Media
- Canva

#### Work History

Jan.2020-Aug.2022 RMS Collect Phils.Inc/IQOR

Position: Customer Service Representative

Tasks; Assisting customers about their mobile plans, answer questions about the composition of the plan and how it works, activate simcards, modify plan, process payment, refund and adjustments.

Mar.2016-Jan.2020-Customer Contact Channels/C3

Position: Customer Service Representative

Tasks; Book a flight reservation, modify it if needed, answer customers questions about their flights.

Feb.2014-Mar.2016-Teleperformance Phils.

Position: Customer Service Representative

Tasks-Answer subscriber concern about their business mobile plan, add new product on the plan, process payments and adjustments as well.

#### Trainings Attended

AMEX VA August 2022

Online Arbitrage, Wholesale, Tactical Arbitrage, Keyword Research, Listing Creation, Graphic Designing, Inventory Management.

2 weeks online training about how to be an effective amazon seller virtual assistant.

Virtualwork PH September 2022

General Virtual Assistant Course, Basic Wordpress Course, Social Media Management Course, Virtual Executive Assistant Course.

A self-paced training course, easy to understand and very informative videos.