



# SHEREEN BAGORIO

## Profile

I am a proactive professional committed to delivering exceptional client service. I excel in building strong relationships, understanding client needs, and delivering outstanding results. My creativity, reliability, and friendly approach ensure high client satisfaction and loyalty. I'm committed to quality work, meeting deadlines, and fostering a positive team environment. Excited to contribute to your organization's success.

## EXPERIENCE

### VIRTUAL ASSISTANT

Jason Davis - Success with Sustainability

**November 2022 - October 2023**

- Utilized various online platforms, databases, and research techniques to identify potential leads and gathered relevant contact information.
- Made contact with leads through phone calls, emails, or social media platforms to introduce products/services and establish a connection.
- Responsible for managing and maintaining various social media accounts, including Facebook, Tiktok, and Instagram.
- Produced captivating and visually appealing content, including graphics, images, and videos, to attract and engage social media followers.
- Monitored key social media metrics, such as reach, engagement, and click through rates, and analyzed the data to make data-driven decisions for optimizing social media campaigns.

### VIRTUAL ASSISTANT

Brooklyn Hillenbrand - Built to be

**August 2022 - May 2023**

- Maintained accurate and up-to-date lead databases, including contact details, communication history, and lead status.
- Continuously assessed and improved lead generation strategies by staying updated on industry trends, exploring new techniques, and analyzing performance metrics.
- Coordinated and collaborated with Sales, Marketing, or Business Development teams to align lead generation efforts with organizational goals.
- Actively engaged with the audience by responding to comments, messages, and mentions with a friendly and professional attitude.
- Effectively managed and maintained calendars, scheduling appointments, meetings, and events, while coordinating with multiple parties to ensure smooth operations.

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 Baguio City, Philippines

## EDUCATION

### UNIVERSITY OF THE CORDILLERAS

Bachelor of Arts in English

**2016 - 2020**

## CERTIFICATES

### CERTIFICATE OF RECOGNITION

Different by Design - Concentrix

**December 14, 2020**

### CERTIFICATE OF APPRECIATION

Highest Offer Rate Award - Week 2 OCP

**June 20, 2021**

### CERTIFICATE OF APPRECIATION

Overall Week 2 OCP Top Performer

**June 20, 2021**

### ONE SITEL PROMISE AWARD

**2021**

## TRAININGS

### 3-HOUR WORKSHOP ON WHAT'S NEXT?: A PREPARATION FOR INTERVIEW AND HOW TO ACE YOUR INTERVIEW

June 4, 2023

### 9-HOUR REAL ESTATE VIRTUAL ASSISTANT

June 5, 2023

### 12-HOUR VIRTUAL ASSISTANT SOCIAL MEDIA MARKETING COURSE

June 6, 2023

# EXPERIENCE

## VIRTUAL ASSISTANT

Kaethe Losefsky - Conquer Community

November 2021- July 2022

- Identified areas for process improvement within the lead generation workflow, proposed solutions, and implemented efficient systems to streamline operations.
- Stayed updated with the latest lead generation advancements, industry best practices, and new tools or technologies to enhance performance.
- Offered friendly and professional customer support, addressing inquiries, resolving issues, and providing information to ensure a positive experience.
- Efficiently managed administrative tasks such as filing, organizing documents, maintaining records, and ordering office supplies, ensuring a well-functioning work environment.
- Respected and maintained strict confidentiality of sensitive information, ensuring data security and privacy.

## CUSTOMER SERVICE REPRESENTATIVE

Sitel

April 2021 - September 2021

- Maintained in-depth knowledge of the company's products and services to provide comprehensive and accurate information to customers.
- Stayed updated on product releases, features, and modifications to better assist customers.
- Collaborated with other departments, such as sales, marketing, and logistics, to address customer inquiries that required cross-functional expertise.
- Worked closely with the product development team to communicate customer feedback and contribute to product improvement.
- Assisted customers in understanding the usage and benefits of products through informative materials, tutorials, and resources.

## CUSTOMER SERVICE REPRESENTATIVE

Concentrix

October 2020 - April 2021

- Assisted customers in placing orders, tracking shipments, and providing updates on delivery status, ensuring a smooth purchasing experience.
- Processed returns and exchanges, following established guidelines and procedures, ensuring customer satisfaction and resolving issues efficiently.
- Proactively reached out to customers to provide information, updates, or follow ups, ensuring a high level of proactive customer service.
- Addressed customer billing inquiries, verifying account information, explaining charges, and resolving billing discrepancies accurately and efficiently.
- I reached out to customers to gather feedback through surveys, identifying areas for improvement and implementing customer-centric solutions.

# SKILLS

- Being Detail - oriented
- Improving Customer Experience
- Positive Attitude
- Customer Management
- Time Management
- Interpersonal Skills
- Complaint Resolution
- Inbound and Outbound Call Handling
- Cold Calling and Appointment Setting
- Flexibility
- Adaptability
- Online Research
- Leads Sourcing
- Calendar Management
- Email Management
- Lead Management
- Lead Nurture
- Management of Database
- Graphic Design
- Social Media Management
- Problem Solving
- Building Customer Loyalty
- Data Entry
- Project Management
- Teamwork
- Collaboration
- Multitasking
- Conflict Resolution
- Content Writing and Editing
- Problem Analysis
- Decision Making
- Quality Assurance
- Content Marketing
- Customer Retention
- Providing Basic Technical Support
- Survey Creation and Analysis
- Social Media Advertising
- Knowledge of AI Tools

# LANGUAGES

English



Filipino



# EXPERIENCE

## GRAPHIC DESIGNER

Kpaceguy

**April 2020 - March 2022**

- Utilized my graphic design skills to create visually appealing graphics, logos, banners, and other digital assets for social media campaigns.
- Worked closely with marketing and content teams to align social media strategies with overall marketing objectives and ensure consistent branding.
- Kept up with the latest trends and best practices in social media management and graphic design, implementing innovative ideas to enhance brand presence.
- Created and managed social media ad campaigns, optimizing targeting, budgets, and ad creatives to achieve maximum reach and engagement.
- Possessed a creative mindset and could brainstorm innovative ideas to enhance brand presence and engagement on social media.

## SERVICE CREW

GIANT ARCHES FOOD CORPORATION

**April 2017 - January 2018**

- Addressed customer queries and concerns with a positive attitude.
- Assembled and served food items efficiently.
- Worked collaboratively with fellow crew members and kitchen staff.
- Followed established food safety and hygiene protocols.
- Provided accurate change to customers.

## LIBRARIAN

University of the Cordilleras

**August 2017 - May 2018**

- Facilitated the check-out and check-in process for library materials.
- Answered inquiries related to library services and policies.
- Provided guidance on accessing and navigating the library's digital resources.
- Contributed to the cataloging and classification of library materials.
- Ensured the organization and maintenance of library collections

## SERVICE CREW

EVANGEL SALES AND SERVICES INC

**August 2016 - August 2017**

- Greeted and assisted customers with orders.
- Prepared food items following recipes and guidelines.
- Processed transactions and managed the cash register.
- Collaborated on daily cleaning routines.
- Worked efficiently with team members.

# TOOLS

- MS Word / Google Docs
- MS Excel / Google Sheets
- MS Powerpoint / Google Slides
- Microsoft Office
- Google Drive
- Microsoft OneDrive
- Gmail
- Microsoft Outlook
- Google Calendar
- Google Workspace
- Calendly
- Monday.com
- Notion
- Teachable
- Trainerize
- Survey Monkey
- Typeform
- Wix
- Power Director
- Adobe Photoshop
- Adobe Premiere Pro
- VideoLeap
- Capcut
- PicsArt
- Pexel
- Canva
- Microsoft Teams
- Slack
- Skype
- Zoom
- Loom
- Whatsapp
- Discord
- LinkedIn
- LinkedIn Sales Navigator
- Facebook
- Facebook Ads Manager
- Facebook Business Suite
- Instagram
- Tiktok
- Linktree
- Pinterest
- Mailchimp
- Hubspot
- Hubstaff
- TeamLogger
- LastPass
- Notepad
- ChatGPT