



JENNY ROSE MORA

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Jenny Rose Mora
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Davao City, Davao Del Sur
8000 Philippines



PROFESSIONAL SUMMARY:

Dedicated professional with a diverse background encompassing customer service, virtual assistance, and a strong commitment to excellence. Proficient in a wide range of skills, from client relations to technical expertise. Seeking to contribute to a dynamic team and deliver exceptional results.

➤ EDUCATION

KITCHARAO NAT'L HIGH SCHOOL
SY: 2010-2011

JOJI ILAGAN BIAN, INTERNATIONAL SCHOOL
Undergrad

➤ COMPUTER SKILLS

- Customer Service Excellence
- Virtual Assistance
- Graphic Design
- Website Building
- Email Automation
- Email Marketing
- Adaptability
- Effective Communication
- Technical Proficiency
- Problem-Solving
- Efficiency and Organization
- Creativity

➤ TOOLS

- Wordpress
- Kajabi
- Wix
- Learndash
- Typeform
- Mailchimp
- Calendly
- Signature blocker
- Canva
- Google Sheet
- Google Slide
- Survey Monkey
- LinkedIn
- Cupcat
- Convertkit
- Scheduleonce
- Active Campaign
- Zapier
- Squarespace
- GoDaddy
- Meet Edgar

➤ EXPERIENCE

Virtual Assistant, Outsource Doers Aug. 2021 - Mar. 2023

Davao City, Philippines

- Managed email communication and calendars for clients, ensuring -timely and effective correspondence.
- Proficient in Graphic Design, Website Building, Email Automation, and Email Marketing to enhance client's online presence.
- Implemented Email Automation strategies, optimizing client communication.
- Adapted to clients' unique needs, delivering top-notch service in a range of industries.
- Utilized tools such as Sprout Social for efficient task management.

Customer Service Representative, VXi Global Holdings (Oct. 2019- Dec. 2020) and Sutherland Global (May 2018- Jul. 2019)

Davao City, Philippines

- Specialized in billing and sales inquiries for a major American internet provider.
- Managed customer inquiries with prompt issue resolution and ensured overall satisfaction.
- Demonstrated adaptability and professionalism in a fast-paced customer service environment.
- Provided exceptional customer service, particularly in addressing billing and sales inquiries.
- Efficiently managed customer accounts, maintaining accuracy and ensuring high levels of satisfaction.
- Handled a diverse range of customer needs and consistently fostered positive interactions.

Entertainer and Tour Guide, Tribu K'mindanawan, Davao Crocodile Park Apr. 2009 - Feb. 2015

Davao City, Philippines

- Developed strong self-confidence and communication skills, engaging with diverse individuals, including prominent figures.
- Performed in front of the President, showcasing a unique blend of entertainment and communication skills.