

Kurt Jiazal Castardo

General Santos, Philippines

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Virtual Assistant | Customer Service | Social Media Management

Highly skilled Virtual Assistant with expertise in customer service, social media management, executive support, and data research. Adept at handling customer inquiries, optimizing retention strategies, managing administrative tasks, and creating engaging content for digital platforms.

Core Skills & Competencies

Customer Service & Retention

Administrative Support

Social Media Management

Research & Data Entry

Email & Calendar Management

Sales & Account Management

Technical Troubleshooting

Order Processing & eCommerce Support

CRM & Project Management Tools (Zendesk, Hootsuite, Buffer, Shopify, ClickUp, Asana)

Technical Skills & Tools

CRM: Zendesk, HubSpot, Salesforce

Social Media Tools: Buffer, Hootsuite, Canva, Copy AI

eCommerce: Shopify, AliExpress, Dropify, Woocommerce

Office Suites: Google Workspace, Microsoft Office

Project Management: ClickUp, Asana, Trello

Customer Service: Zendesk, Avaya, Gmail

Professional Experience

Customer Service Representative / Technical Support

SiriusXM | VXi Global Holdings, Davao City

July 2022 – February 2023

- Provided customer support via phone, chat, and email, addressing inquiries and troubleshooting technical issues.

- Handled subscription renewals, retention strategies, and offered promotional deals to reduce cancellation rates.
- Assisted customers with device troubleshooting and account updates.

Social Media Manager / Inventory Staff

SEAKATUNA GENSAN | Onsite

August 2021 – May 2022

- Managed Facebook page, addressed customer concerns, and optimized engagement.
- Monitored stock quality, managed sales and deliveries, and handled financial transactions.
- Maintained accurate records of sales, inventory, and profits.

Sales Support Specialist (Seasonal Account)

iQOR Davao | Remote

September 2020 – March 2021

- Assisted customers with order processing, account issues, and website navigation.
- Tracked package deliveries and provided real-time updates.
- Transferred billing inquiries to the appropriate department while ensuring high customer satisfaction.

eCommerce Virtual Assistant

The Luxe Label / Dragonfly Central / Bohemian Feelings | Remote

July 2018 – March 2020

- Conducted product research and uploaded listings to Shopify.
- Created compelling product descriptions and managed order fulfillment.
- Communicated with suppliers regarding order disputes, cancellations, and refunds.

Backend Support Specialist

SendViper Email Marketing | Remote

July 2018 – March 2020

- Respond to clients' queries via email and chat using the Zendesk platform. Created compelling product descriptions and managed order fulfillment.
- Monitor clients' campaign and collaborate with them if they needed help.

Call Center Agent

Six Eleven Global Services and Solutions | Onsite

June 2015 – July 2018

- Contacted restaurant owners to offer free feature listings on our website and promote business opportunities.
- Conducted lead generation to identify future prospects and schedule follow-up calls.
- Engaged in business promotion efforts to increase client participation and visibility.
- Trained in both inbound and outbound calling campaigns, enhancing customer engagement and sales techniques.

Education

- Bachelor of Secondary Education, Major in English (Earned Units)
Gensantos Foundation College Inc. – General Santos (2014 – 2015)

Certifications & Training

Customer Service Training – VXi Global Holdings

Social Media Marketing Basics – HubSpot Academy

eCommerce VA Training – Private Mentorship Program