

Jennifer Jubahib Sido

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OBJECTIVE

To provide excellent and accurate service to my client(s) and to share my knowledge and experience with the company.

EXPERIENCE

Right At School | HR Compliance Specialist

[July 2022 – Present]

- Assisting candidates with the onboarding process (sending Paycom invites and follow-ups as needed)
- Hiring candidates in the Paycom system as official employees
- Handling documents submitted by hired employees online through Paycom; checking and approving if submissions matched the set documents or checklist from State licensers for newly hired teachers

Freelance Work | VA

[October 2021 – January 2025]

- Lead Generation
 - Posted to Facebook US business groups to acquire engagement and gather leads who are interested in the services my client offered (e.g., financial loans)
- Social Media Management
 - Created posts and managing social media accounts (Facebook and Instagram) of my client for their new business in New York
- Customer Service/Appointment setting
 - Replied to customer's inquiries about rental house shares availability using Spaceroom and booked them for a viewing schedule using HMO CMS of a UK-based rental company
- Client Success Specialist (*Integria Virtual Staffing*)
 - Conducted orientation and onboarding calls with new clients
 - Served as a liaison between the clients and their hired VAs

Rocket Station

[June 2021 – January 2025]

Process Coordinator

- Review the VA task list and help create the process map and documents used by other departments to ensure successful VA and Client Partnership

- Assist Process Developers in identifying improvements that can be implemented with their current processes while creating an effective plan through the assistance of our Client-VA pairs
- Create trackers or templates based on the determined tasks that our VAs can accomplish during process mapping calls

Virtual Assistant

- Real estate business to consumer lead cold calling
 - Made follow-up calls to webinar attendees to answer questions about the course
 - Scheduled a follow-up if a lead is interested but still not ready to sign up
 - Input data into the lead's account in InfusionSoft/Keap CRM

N.Rich ABM | Sales Development Representative

[July 2021 - August 2021]

- Project-based contract (2-3 months)
- Did outreach using LinkedIn aiming to book an appointment with a marketing lead
- Worked on company accounts provided and scrubbed off list as per ICP, did email and LinkedIn outreach using a LinkedIn virtual profile (not personal profile)

VerticalOps Inc. | Customer Service Representative

[April 2020 - May 2021]

- Responded to emails and answered phone calls from customers via Zendesk
- Handled print-on-demand products and provided assistance on online orders
- Coordinated with vendors and courier companies for any order-related issues

Business Owner (Online Clothing Business)

[July 2019 - January 2020]

- Advertised the clothing products on online platforms such as Facebook
- Ordered wholesale clothing inventory from online suppliers
- Performed local meetups with customers for their online orders

Well's English Academy | Part-time English Tutor

[January 2016 - March 2016]

- Taught basic English lessons to Japanese students
- Followed students' preferred lessons such as speaking, reading, and writing
- Managed class schedules and one-on-one tutoring sessions

Qualfon Dumaguete Inc.

[Sept 2012 - March 2020]

Operations Floor Supervisor

- Supervised, mentored, and managed a team consisting of 20 agents
- Ensured company goals and set guidelines were followed and achieved
- Completed administrative tasks assigned and maintained compliance real-time
- Attended leadership training and acquired the SIX SIGMA Green Belt certification

Quality Assurance Analyst

- Listened and evaluated recorded calls to ensure quality guidelines were complied
- Discussed quality-related updates to the assigned team, to ensure calibration of clients' expectations and standards
- Coordinated with the team's supervisor to address the team's quality-related concerns

Subject Matter Expert

- Served as a floor walker who assisted new hires to ensure immediate assistance was provided while still in the nesting period
- Assisted trainers during classes and served as mentors to new hires
- Conducted training classes in the absence of the assigned trainer
- Assigned to several departments to fill in understaffed posts such as in Workforce and CMS departments

Customer Service Representative

- Received calls from customers and ensured excellent service was always provided
- Reported to an assigned team's supervisor along with other agents
- Provided technical support to customers of a hybrid US Prepaid Telecommunications accounts

EDUCATION

Graduate level

[2020 - 2021]

Negros Oriental State University
(Undergraduate) Master in Business Administration

College level

[2010 - 2019]

Negros Oriental State University
Bachelor of Science in Business Administration
Major in Financial Management

SKILLS

- Handle inbound and outbound calls
- Handle email and chat communication
- Perform online research
- Use Microsoft Office applications and Google Apps to create documents and files
- Perform basic photo and video editing using online software
- Perform VA-related tasks such as admin, social media management, customer service, etc.

TOOLS

	Good	Very Good	Advanced
Google Suite		X	
Microsoft Suite		X	
Canva		X	
Social Media Platforms		X	
Adobe Photoshop		X	
Animoto		X	
Zendesk			X
Zillow		X	
Avaya			X
Time Doctor		X	
Slack		X	
Skype			X
Zoom		X	
MS Teams	X		
Shopify	X		
InfusionSoft (Keap)			X
RingCentral			X
Paycom		X	
Airtable		X	
Toggl Tracker			X
Hubspot	X		