



PERSONAL PROFILE

I was a former Service Coordinator VA at an IT Company in Canada, managing tickets, handling technical issues, and office tasks. I also worked as an Executive VA for 2 years at an activewear company based in Canada. Additionally, I have worked in the hospitality industry for more than 3 years in the Philippines and in UK, and also worked as a Seasonal Kindergarten Assistant English Teacher in China.

PROFESSIONAL SKILLS

Administrative Assistance

Customer Service

Social Media Management

Copywriting

Amazon (Basic)

- Product Research
- Keyword Research
- Supplier Sourcing
- Inventory Management
- Amazon Sponsored Ads

WordPress

- Basic WordPress Blog Editor

EDUCATION HISTORY

Bachelors of Science in Hotel and Restaurant Management

Rizal Technological University | 2011 - 2015



KEARL AM PELAGIO

WORK EXPERIENCE

Service Coordinator Virtual Assistant (Canada)

KTI/Crafty Penguins/TopLeft | February 2024 - August 2024

- Managed and assigned recurring tickets, followed up on and resolved stuck tickets.
- Organized the boards, triaged issues, handled phone calls, and created tickets.
- Set technician calendars, scheduled training blocks, and managed office needs.
- Reviewed quarantined emails and released good KTI emails.
- Supported the technical team and coordinated tasks to assist them.

Executive Assistant / Social Media Administrator (Canada)

FIT ARMY | KooKlas | March 2020 - July 2023

- Handled social media platforms, such as Instagram, Facebook and Pinterest.
- Established regular monthly and quarterly reporting of social media metrics such as follower counts, engagement rates, and generated leads across platforms.
- Maintained polite and professional communication via Phone and E-mail.
- Made travel arrangements, such as booking flights, cars, and made hotel and restaurant reservations for paid influencers.
- Screened New Employees.

Amazon Seller Virtual Assistant (Course)

AmazoNationPH | August 2021 - September 2021

ASVA Masterclass is the Philippines #1 source in learning FBA Selling and Amazon Virtual Assistance. It is founded by the Amazon Queen of the Philippines, Lish Aquino. She is a coach to hundreds of Filipino Amazon Sellers and Virtual Assistants around the world.

This masterclass provides in-depth training from A-Z of Amazon's e-commerce business. Students are equipped with the necessary skills and clothed with the knowledge to be effective virtual assistants. It has a community of professionals and coaches with different expertise to provide support and share the secrets and strategies to further advance and successfully thrive in the Amazon business.

WORK EXPERIENCE

Kindergarten Assistant English Teacher (China)

English minds.Teaching · Seasonal | November 2018 - February 2019

- Instructed and motivate students in the course of study, paying special attention to slow learners.
- Taught Speaking, Listening and Writing to children aged 3-7.
- Maintained classrooms that are conducive to learning and intellectual stimulation.
- Meeting with parents to provide them with overviews of their children's progress.
- Assigned homework and classwork, assist students in understanding different ways of working out assignments.

Restaurant Hostess (United Kingdom)

The Canal House (New World Trading Company) | July 2017 - August 2018

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escorted them to assigned dining area; presented menus; announced waiter's name.
- Used visual cues to seat Guests in either the bar or dining area depending on their preference.
- Informed guests of current promotions and who will be serving them to ensure a smooth handoff to the service staff.
- Answered incoming calls to the restaurant and provide appropriate service.
- Managed the flow of Guests into the Dining and Bar areas, providing accurate wait times to incoming Guests if appropriate.
- Tend to special Guest needs and requests.
- Protected establishments and patrons by adhering to sanitation, safety and alcohol control policies.
- Helped dining staff by setting and clearing tables; replenishing water; serving beverages.
- Issued dining charges by verifying orders; calculating taxes; totalling bills for to-go orders.
- Received payments by validating credit charges; approved checks; accepted currency; issued change for to-go orders.
- Contributed to team effort by accomplishing related results as needed.

Food and Beverage Attendant/POS Cashier/Reception (Philippines)

Sunlight Guest Hotel Inc. | July 2015 - August 2016

- Uphold the aims of the company
- Uphold the highest standards of cleanliness and work to provide the finest quality food to customers in order to achieve 100% customer satisfaction
- Served the customer, by being friendly and efficient in offering a pleasant experience and quality service.
- Specific duties includes clearing off and setting tables, stocking supplies, cleaning dishes and occasionally dropping off food, beverages and condiments.
- Handled all food preparation and drinks serving and cashier duties.
- Conducted final checks of food items prior to serving customers to ensure quality maintenance.
- Ensured the cleanliness of the dining area and food items before serving.
- Worked in coordination with other departments to ensure that customers get quality service and satisfaction.
- Assisted others in carrying out their part of preparing/serving meals.
- Maintained serving standards and following all regulations while performing duties.

TRAININGS AND CERTIFICATIONS

PSA Certifications
Connectwise University | March 2024

Amazon Seller VA Masterclass - Elite
AmazoNation PH | September 2021

Freedom Ticket 2.0 Training - Helium 10
Freedom Ticket with Helium 10 | August 2021

Amazon FBA SEO & Listing Optimization Course With Helium 10
Vova Even Udemy | September 2021

CHARACTER REFERENCE

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