



# JESHUA TEPASIT

## Experienced Virtual Admin Support

Cebu City, Philippines 6000

+63 966-556-9255

jeshuatepasit@gmail.com

**Portfolio:** [jeshua-virtualassistant.my.canva.site/my-portfolio](https://jeshua-virtualassistant.my.canva.site/my-portfolio)

## Personal Summary

**A highly capable, detail-oriented professional dedicated to keeping your business running smoothly and efficiently.**

I am a professional Virtual Assistant with over 8 years of experience supporting CEOs, business owners, and professionals, including 2+ years as a customer service representative. I excel in time management, multitasking, problem-solving, and communication, offering seamless support to help you focus on what matters most.

By anticipating needs and handling day-to-day tasks, I enable you to operate at your highest capacity. I am committed to fostering a strong assistant-leader partnership and contributing to your ongoing projects while optimizing your productivity and efficiency.

## Core Competencies

- Customer Service Excellence
- Administrative Task Coordination
- CRM Management
- Data Entry & Document Management
- Client Communication & Relationship Building
- Tech-savvy and Great Communication Skills
- Independent & Quick Learner

## Professional Experience

### Accounting Admin Support & Bookkeeper

Strong Point Accounting (Nov 2024 - May 2025)

- Managed Accounts Receivable by cleaning files, maintaining accurate records, and following up on outstanding payments
- Handled new client onboarding, ensuring accurate documentation and setup
- Prepared and tracked invoices using QuickBooks Online; addressed client billing inquiries
- Oversaw email and calendar management, including meeting scheduling and coordination
- Provided general admin support, streamlined daily operations, and organized digital files for efficiency

### Real Estate Administrative Assistant

Grace - New Doors Team (eXp Realty) (Nov 2023 - April 2024)

- Maintained and organized client email inboxes by decluttering communications and prioritizing tasks for timely responses.
- Created and managed social media content to increase brand visibility and client engagement.
- Conducted outreach to previous clients for reviews, contributing to enhanced online reputation.
- Automated email campaigns to support agent recruitment and onboarding processes.
- Managed CRM systems, ensuring data accuracy for lead tracking and reporting.
- Provided end-to-end administrative support, including scheduling meetings and preparing reports.

## SEO Outreach Specialist

MADX Digital (June 2023 - Sept 2023)

- Executed targeted outreach strategies to secure high-quality backlinks, improving website SEO performance.
- Leveraged CRM tools to streamline lead tracking and engagement.
- Analyzed SEO metrics and reported on campaign performance
- Collaborated with marketing and content teams to align outreach efforts with overall branding goals.

## Virtual Assistant and Admin Support

I Love Mortgage Brokering (Nov 2021 - Feb 2022)

- Punctually opened a scheduled daily meeting room via Zoom.
- Created and managed separate breakout rooms for underwriting, training, and coaching.
- Interacted with and supported agents entering the Zoom room.
- Answered inquiries and relayed information to appropriate personnel when necessary.
- Collaborated closely with the Operations/Onboarding Manager to update agents' information and streamline the onboarding process.
- Edited recorded meetings and uploaded them to the website and Google Drive.
- Managed the company's Facebook Group.

## Marketing and Operations Assistant

Scale With Less (July 2022 - June 2023)

- Generated daily and weekly reports to provide an overview of the Sales Team's performance, including the number of closed or denied sales and the volume of calls or meetings conducted.
- Assisted in managing marketing efforts, including monitoring key performance indicators (KPIs) for active Facebook Ads and updating Google Sheets trackers.
- Engaged with clients on calls, providing assistance with Shopify-related issues.
- Set up Facebook Pixels and integrated Shopify functionalities.
- Developed Standard Operating Procedures (SOPs) for documentation and training purposes.
- Performed various administrative tasks as needed.

## Executive and Admin Assistant

Compression Care CA (June 2016 - July 2021)

- Managed scheduling and communications for the CEO, ensuring seamless daily operations.
- Conducted in-depth research to provide accurate responses to client inquiries and support decision-making.
- Edited and organized critical business documents, ensuring compliance and accuracy.
- Maintained client relationships by addressing concerns and providing timely updates on services.
- Assisted in streamlining workflows to enhance operational efficiency.

## Customer Support Specialist | Technical Support

Concentrix (**Formerly known as Convergys**) - (Aug 2014 - June 2016)

- Delivered exceptional customer service by resolving inquiries, troubleshooting issues, and escalating complex cases.
  - Managed and updated customer databases, ensuring all interactions and actions were accurately recorded.
  - Conducted product training sessions for new hires, contributing to team efficiency and knowledge retention.
  - Achieved high customer satisfaction ratings through proactive problem-solving and empathetic communication.
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