



RHEA GLENN BALLARES

Virtual Assistant

EXECUTIVE SUMMARY

A diligent professional with knowledgeable in providing quality administrative and customer service support through effectively handling remote office procedures and calls. Effectively able to meet set deadlines and process information through bright research skills.

SKILLS & EXPERTISE

- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- SMM (scheduling posts)
- Website post management
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support

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Reii Ballares



Dipolog City, ZN PH 1700

SCHOOLS ATTENDED

UNIVERSITY OF MINDANAO 2014

Bachelors of Science in Business Administration
Marketing Management

- Covers the essentials of the research study on markets, products, pricing, distribution, and promotions (through advertising, sales promotion, personal selling, and/or publicity).

ALTERNATIVE LEARNING SYSTEM 2013

Basic & Advance Learning
COSMETOLOGY

- Beautifying and improving the hair, skin, and nails.

WORK EXPERIENCED

APPOINTMENT SETTER

May - June 2024

Simple.biz

- Responsible for identifying potential clients, reaching them on the phone, and scheduling an appointment for a sales.

ENGLISH AS SECOND LANGUAGE TEACHER April 2024 - pres.

LPort Company

- Responsible for teaching English to non-native speakers.
- Create lesson plans, assess student progress, and provide constructive feedback to help students improve their language skills.
- Teaching with Korean students in beginner and intermediate students.

BACK OFFICE SUPPORT October 2023 - April 2024

Virtual Buddy 24/7

- Research, Data Entry, Processing, and Management.
Credentialing, Compliance Management, and Record Keeping.

CUSTOMER SUPPORT SPECIALIST Jul. 2022 - Oct. 2023

Virtual Buddy 24/7

- Manage large amounts of incoming calls. Keep records of customer interactions, process customer accounts, and file documents.

WORK EXPERIENCED

SOCIAL MEDIA MANAGER

Feb. 2023 - Dec. 2023¹⁰

LASH N TIPS – OWNER

- Planning and developing social media campaigns.
- Crafting compelling content or getting it developed.
- Posting and Scheduling content across social media accounts through Meta Business Suite.
- Engaging with customers on different platforms.
- Analyzing running campaigns.
- Staying on top of the latest social media trends.
- Graphic Design (such as: flyer design, poster design, tarpaulin design, business cards, loyalty cards, MENU and more).
- Basic Content Writing.
- Scheduling appointments.
- Organizing my appointments and tasks using Trello.

SALES ASSOCIATE

Mar. 2022 - Oct. 2022⁶

Home Credit Philippines

- Prepare clients documentation, collecting of information and working with the system. Take responsibility with risk arising on signed contract.

E-COMMERCE INBOUND AGENT

Jul. 2020 - Feb. 2021⁷

AVAS Flowers

- Responsible for handling customer inquiries and concerns related to online purchases. Responsible for processing and taking payments for inbound sale orders through the phone.

APPOINTMENT SETTER

2019

GreenAdapt

- Contact leads, often on cold calls, from a list to explain the product or service of our company offers and to gauge the interest of the potential client.

SALON MANAGER

2018 - 2019¹

M BEAUTY LOUNGE

- Promoting high levels of customer service.
- Advertising their services, and ordering and selling hair or beauty products.
- Creating and implementing business strategies and delegating tasks to team members.
- Setting up KPI's every month to achieve goals.

SOCIAL MEDIA MARKETING

2018 - 2019¹

M BEAUTY LOUNGE

- Combines marketing and social media management to architect and enhance her social media presences, including interacting with customers, promoting brand-focused interactive and engaging content, and expanding opportunities for revenue.
- Manage social media accounts for brands and blogs as well as email management.

WORK EXPERIENCED

- Set up meetings between the client and her customers and make a successful appointments.
- Posting content across their social media accounts.
- Create visual communications such as adverts, branding, publicity materials and layouts (such as: flyer design, poster design, stickers, MENU design, business cards, loyalty cards design).
- Scheduling post twice a day using Business Suite.

TRAVEL CONSULTANT

2017 - 2019²

TOURIFIC ESCAPE HUB – OWNER

- Do daily administrative tasks, scheduling and organizing my client's files in travel account.
- Managing Facebook Groups.
- Social media: Creating/Posting content to Instagram and Facebook, LinkedIn platforms
- Creating graphics using Canva for social media posts.
- Creating content, distributing and promoting, e-marketing services to a target market over the Internet or through digital tools.
- Data Entry, and internet researching, getting quotes from various energy suppliers.
- Running and Managing FB ADs.
- Email Management.
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- Advise clients about options for travel in accordance with stated objectives.
- Facilitate travel arrangements and accommodations for individuals and groups.
- Create letter of authorities for customers and then submitting it to suppliers.
- Communicating to different brokers and suppliers through email and extracting what was said by the broker/supplier via email/tickets
- Creating Invoicing and process legal documents.

ASSISTANT MANAGER

2015 - 2016¹

7/ELEVEN CORP. PH

- Provides administrative support to managers and the project team within a company or organization.
- Responding to emails, answering phone calls, performing research, compiling data, and helping with strategy development.
- Data Entry, doing reports in a day to day routine.
- Supervising employees during day-to-day tasks, providing customer support in escalated situations and managing the overall workflow of a workplace.
- Helps to coach, counsel, and discipline employees.
- Aids in developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Identifies strategic goals by gathering pertinent business, financial, service, and operations information.

VIRTUAL ASSISTANT CERTIFIED TRAINING



How to Become A Virtual Assistant Course

Equipped with the skills and knowledge necessary to become a successful virtual assistant.

Virtual Assistant Tools

Proficiency in various digital tools and platforms that can enhance your efficiency, communication, and overall productivity.

Social Media Management:

Developed proficiency in social media management strategies, including content creation, scheduling, engagement, and analytics assessment.

Graphic and Video Creation using Canva:

Acquired skills in graphic and video design using Canva, including creating visually appealing content for various platforms and purposes.

Data Entry:

Demonstrated expertise in accurate and efficient data entry techniques, ensuring the integrity and organization of information.

Calendar Management:

Mastered calendar management practices, including scheduling appointments, coordinating meetings, and organizing events to optimize time efficiency.

Facebook Ads for Beginners and Advanced

Learned more about Facebook advertising, catering to both beginners and advanced users. Detailed understanding of the platform's features, strategies, and best practices to help you create successful ad campaigns.

Word Press Basic and Advanced

Learned the basics of WordPress to advanced techniques and customization. Provided comprehensive knowledge and practical experience in using WordPress effectively.

Shopify Freelancing

Equipped with the skills and knowledge necessary to become a successful Shopify freelancer. To specialize in e-commerce with Shopify. Guided to setting up, managing, and optimizing Shopify stores for clients. Learned how to navigate the platform, create engaging online stores, and implement strategies to drive sales and growth.

Project Management:

Learned project management principles and techniques, including task organization, timeline management, and coordination with team members.

