



Ortega, Jasmin

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Ecommerce and Admin Assistant/ Project Analysts / Client Relations/ SEO Writer/ Editor, Admin/eCommerce VA, Project Manager, QA Manager, Sales Rep/ CSR/ Data Entry / Public Relations/ etc...

- Detail-oriented worker with experience in various industries and field
- Quick to learn, catalyst of growth, development and continuous improvement
- Strong operations and management skills

I have wide experience in operations and management with multi-skills and extensive training

Availability:

40 hours | NO RESTRICTIONS

Skills and Software:

1. Content SOE Writer/Blog - (6 yrs.)

- WordPress (6yrs.)

- Grammarly
- MS Word
- Google AdWords
- Yoast SEO plugin
- Ubersuggest
- Dashlane
- Google Spreadsheet

2. Project Management - (2 yrs.)

- Trello
- Later
- HubStaff
- LastPass
- Dropbox
- Grammarly
- Screencast-O-Matic

3. Editing/Proofreading (3 yrs.)

- Google Spreadsheet
- Copyscape
- Grammarly
- MS Word
- Email Management
- Calendar Management

4. Customer Service and Sales (12 years Total)

- Gmail
- Zoom
- Skype
- Outlook
- Impact360
- Hubspot Service Hub
- MS Office

5. QA Supervisor - (10 yrs.)

- Gmail
- Zoom
- Skype
- Outlook
- Impact360
- Hubspot Service Hub
- MS Office

6. ESL Teacher - (1 yr.)

- Gmail
- Skype
- LastPass
- Zoom
- WeChat
- ManyCam

Work Experience:

Company Name: Paloma Digital
Address: UK
Position: eCommerce VA/ Content Writer/Copy Writer/Project Manager

Job Description:

- Editing blog articles and web content
- Writing web and marketing content
- SEO and publishing
- Managing email marketing platform
- Writing and designing emails
- Writing product content and web development for Finance.co.uk, Consumerdebtadvice.ca, and Debt.Org.Uk

Company Name: World Lights Translation
Address: USA
Position: Subtitlist, Transcriber, Translator (Filipino, Visayan, English)

Job Description:

- Editing or Proofreading .srt files
- Subtitling
- Translation and Transcribing files

Company Name: Daily Success Routine
Address: USA
Position: Virtual Assistant

Job Description:

- Editing blog articles and web content
- Writing web and marketing content
- SEO and publishing

- Managing email marketing platform
- Writing and designing emails
- Writing product content and web development for social media marketing and optimization
- Scheduling/Appointment Setter

Company Name: **Ipresence Digital Marketing**

Address: **Manila, Philippines**

Position: **Content Editor**

Job Description:

- Editing blog articles and web content
- Writing web and marketing content

Company Name: **ABC 360, Bizmates, Acadsoc**

Address: **Hong Kong, China**

Position: **ESL Teacher**

Job Description:

- Gauge learners' English proficiency
- Teach students based on the provided modules and lesson plan

Company Name: **Afortus - Mypop**

Address: **Sibulan, Philippines**

Position: **Outbound Sales Agent**

Job Description:

- Making outbound sales for leads
- Offers quotes for products
- Booking sales

Company Name: **We'll English Academy**

Address: **Dumaguete City, Philippines**

Position: **Tutor for All learner levels**

Job Description:

- Learners Support
- Carrying out practical test and assessment

- One on one tutorial

Company Name: Teletech
Address: Dumaguete City, Philippines
Position: Provider's Care Representative
Job Description:

- I'm responsible for responding to customer complaints, requests and inquiries in a professional and timely manner. Has good organizational skills, a general knowledge of Microsoft Office computer programs and be effective multi-takers.

Company Name: Qualfon Philippines
Address: Dumaguete City, Philippines
Position: Quality Assurance Supervisor
Job Description:

- Gauge AA's performance on a monthly basis.
- I am the operations' primary source of support to ensure that prescribed guidelines are observed through constants monitoring, scoring, analyzing, and giving of feedback to every agent-customer interaction.

Company Name: Cordia Communications
Address: Dumaguete City, Philippines
Position: Customer Support Specialists
Job Description:

- I respond to customer complaints, requests and inquiries in a professional and timely manner. Has good organizational skills, a general knowledge of Microsoft Office computer programs and be effective multi-takers.

Company Name: Peak Dumaguete
Address: Dumaguete City, Philippines
Position: Training Supervisor
Job Description:

- responsible for the coordination of training and development within a company
- responsible for providing practical day-to-day training and for giving trainees appropriate opportunities to develop their legal skills and knowledge
- responsible for managing the workflow and training new hires on how they can best serve customers and teams of employees
- responsible in the implementation of the Training Program as well as arrange, supervise and evaluate the performance of the trainees; Ensure that necessary abilities, values and knowledge are imparted to the training in accordance with the approved training plan

Company Name: Peak Dumaguete

Address: Dumaguete City, Philippines

Position: Quality Supervisor

Job Description:

- pitch clients and give specification for certain projects, handles client presentation and reviews
- communicate expectations clearly, triage tasks appropriately, and train employees on the latest product standards.
- responsible for ensuring timely and effective implementation of all company's policies, procedures, and activities; responsible for ensuring timely and effective implementation of all company's policies, procedures, and activities
- training new employees on company procedures and policies, including ethics policies and safety measures
- determining and distributing work assignments and responsibilities and supervising projects to ensure employees collaborate towards a common objective
- monitoring employee performance and attendance and implementing disciplinary actions, if necessary
- performing regular audits of departments and production lines to ensure they comply with company standards

- providing support and guidance to team members to ensure they perform their duties effectively
- reviewing employee productivity and performance to ensure they meet clients' requirements or recommending improvements to meet quality standards
- evaluating and recommending alternative procedures for auditing to ensure the company continues to improve
- conducting regular meetings with the audit and inspection team to help foster teamwork and consistency
- creating regular reports highlighting audit and inspection performance and areas that require improvement
- collecting product samples and collaborating with third-party test laboratories
- serving as subject experts regarding policies, mortgage servicing, investor requirements, processes, and regulations to test the company's products adequately

Company Name: DYRL
Address: Dumaguete City, Philippines
Position: Radio DeeJay
Job Description:

- Disc Jockey, Radio Host, Radio Announcer. Radio DJs play music, interact with listeners, interview artists, discuss current events, and more on broadcast, satellite, and internet radio stations.
- Negotiate clients for ads and business proposals

Company Name: Taimen Corporation
Address: Dipolog City, Philippines
Position: Bookkeeper/Secretary
Job Description:

- responsible for recording and maintaining a business' financial transactions, such as purchases, expenses, sales revenue, invoices, and payments.
- Negotiate clients for business proposals and opportunities

- Client presentations and business review/development
- complete data entry, collect transactions, track debits and maintain and monitor financial records.

Education

University of Immaculate Heart, St. Paul University Dumaguete, BSN

Training

- Six Sigma Green Belt Certified
- Leadership and Management Training
- Workplace Culture (Foundations)
- Leadership Culture
- Coaching Workshop 1.1 Being a Leader
- Intro to Coaching Course
- The GROW Model
- The SMART Model
- Root Cause Analysis Training
- Team Management
- Effective Presentation Skills
- Basic Training Delivery and Module Design
- Effective Training Strategies in Operations
- Training for Talent Acquisition and Recruitment
- Leadership Skills For Beginners
- Fundamentals of Supervisor Training
- Understanding Coaching and Mentoring Course
- Promoting Standards
- HR 101, 102, 103
- Strategic Thinking - Middle Management
- Change Management Course

Character References:

David Baddeley

Director

Company URL:

- <https://www.finance.co.uk/>
- <https://www.debt.org.uk/>
- <https://consumerdebtadvice.ca/>

Email: dave@palomadigital.ne

Phone Number: 07801933702

Jayzee de Guzman

Director

Company URL: <https://www.ipdmi.com/>

Email: contact@ipdmi.com

Phone Number: (+63) 917 162 9758

Jamila Payne

CEO

Company URL: <https://dailysuccessroutine.com/>

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Phone Number: 347-927-5687