

# Esmeralda Catapang

ACCOUNT MANAGEMENT | ASSISTANT MANAGEMENT | ESL TEACHING

## Contact



Rizal, Philippines, 1940



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## Education

### Bachelor of Science in Tourism

June 2010 – March 2012

Air Link International Aviation  
College – Pasay City,  
Philippines

### Bachelor of Science in Tourism

June 2008 – March 2010

Dominican College – San  
Juan City, Philippines

### Secondary

June – 2004 – March 2008

Pasig Catholic College – Pasig  
City, Philippines

## Professional Summary

Results-oriented Account Manager with experience cultivating successful client relationships, driving revenue growth, and leading cross-functional teams. Expertise in project management, problem solving, and effective communication. Capable of identifying and meeting client needs in order to provide excellent customer service. Committed to achieving success through collaboration with a focus on measurable results.

## Experience

August 2023 – Present

**Account Manager** • Remote Work • Amazon Account •  
MegaRhino Marketing & Retail • North Carolina, USA

- Act as the main client contact, fostering strong relationships to meet their needs effectively and ensure satisfaction.
- Oversee and manage inventory levels to maximize sales, ensuring stock availability while minimizing excess inventory.
- Monitor sales trends and performance to identify growth opportunities and achieve targets.
- Perform SEO/keyword research, work on copywriting, and oversee graphic design for product listings to enhance visibility and drive sales.
- Collaborate with the technical team to optimize product listings, ensuring accuracy and relevance.

September 2022 – July 2023

**Account Manager** • Remote Work • Leonexus Virtual Assistants | Quality  
Consistent Leads • Surigao City, PH | Crown Point, IN, USA

- Fostered client relationships based on trust and respect, acting as the primary point of contact for their needs.
- Collaborated cross-functionally to deliver solutions aligned with customer objectives, ensuring timeliness and success.
- Prepared reports on account status and tracked progress toward goals.
- Resolved complaints and improved processes to enhance the customer experience.
- Managed multiple projects with a focus on detail and accuracy.

## Key Skills

- ❖ Customer Service and Satisfaction
- ❖ Client Relationship Building
  - ❖ Project Management
  - ❖ Communication Skills
- ❖ Team Management and Leadership
- ❖ Conflict Resolution, Problem-Solving & Decision-Making
- ❖ Time Management and Organization
  - ❖ Adaptability/Flexibility
  - ❖ Attention to Detail and Accuracy
  - ❖ Multitasking
- ❖ Customer Relationship Management (CRM)
- ❖ Technical Savvy

## IELTS Examination

**Overall Band Score: 8.0**

Dec. 12, 2018

Listening	-	<b>8.5</b>
Speaking	-	<b>8.0</b>
Reading	-	<b>7.5</b>
Writing	-	<b>7.0</b>

## References

Available upon request.

*June 2012 – September 2022*

**Assistant Manager** • Enriell Auto Electrical Shop and Spare Parts • Pasig City, Philippines

- Managed day-to-day operations of a family-owned car repair shop and provided customer service
- Coordinated scheduling and billing for repair services with timely completion of work orders
- Trained and supervised new employees to maintain a positive and productive work environment
- Managed inventory and supplies to minimize waste and losses.

*July 2014 – January 2022*

**Online ESL Tutor** • Freelance | Remote Work • Engoo • Makati City, Philippines

- Conducted virtual lessons, tailored to students' needs for effective learning.
- Monitored progress and provided personalized feedback to improve language skills.
- Developed classroom management strategies to promote a productive learning environment.
- Maintained accurate student records: progress, performance, and areas for improvement.
- Responded promptly to technical issues to ensure seamless learning.

## Certification

TEFL, Dec. 2020

*TEFL Professional Development Institute*

**Comprehensive Teacher's Training Program**, Feb. 2013

*YBM Phone 'n Talk, Philippines*

**Labor and Education Safety Seminar**, Feb. 2012

*Holiday Inn Hotel – Clark, Pampanga, PH*

**Management and Leadership Convention**, Dec. 2011

*Diamond Hotel – Pasay City, NCR, PH*

**Multi-Sectoral Symposium**, Oct. 2011

*Air Link International Aviation College – Pasay City, NCR, PH*

**Customer Service Workshop**, Aug. 2011

*Guilford Training Centre, Singapore*

**Philippine Tourism Industry Geared Towards Global Competitiveness**, Aug. 2010

*Air Link International Aviation College – Pasay City, NCR, PH*