



RAMONCITO

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT TO THE PRESIDENT AND VICE PRESIDENT

Mountain View Services | 2020 - 2024 (4 Years)

- Provided comprehensive executive support, managed calendars and travel, prepared confidential reports and communications, and coordinated meetings and events to ensure smooth executive operations.

SOCIAL MEDIA MARKETING MANAGER

Guerdon Gold LLC | 2021 - 2023 (2 Years)

- Developed and executed social media strategies across multiple platforms, creating branded content, managing campaigns, analyzing metrics, and fostering online community engagement to increase visibility and ROI.

SHOPIFY CUSTOMER SERVICE SUPPORT

TaskUs Philippines | 2021 - 2024 (3 Years)

- Delivered chat and email support for Shopify merchants, resolving store, order, and billing issues while maintaining 95%+ CSAT and adhering to service-level metrics.

CUSTOMER SERVICE REPRESENTATIVE

iQor Philippines | 2018 - 2020 (2 Years)

- Handled billing, account updates, and technical support for Sprint customers, consistently achieving high quality assurance and customer satisfaction scores

SKILLS/AREAS OF EXPERTISE

- Social Media Management (Facebook, Instagram, LinkedIn, TikTok, Pinterest)
- Content Creation (Graphics, Captions, Hashtags, Trend Research)
- Basic Ads Management & Post Boosting (Facebook/Instagram)
- Community Engagement & Moderation
- Email & Inbox Management (Gmail, Outlook)
- Calendar & Appointment Scheduling (Google Calendar, Calendly)
- Marketing Team Support & Coordination
- Campaign Planning & Social Media Analytics

TECHNOLOGY

- Facebook/Meta Business Suite
- Canva
- Adobe Express
- CapCut
- Google Workspace
- Microsoft Office
- Trello
- ClickUp
- Asana
- Notion
- Slack
- Zoom

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