



ALESA JENN

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

EXECUTIVE ASSISTANT

Junk Removal · Real Estate · VA Agency | 2023 - 2025 (2 Years)

- Provided full executive support including calendar/email management, travel booking, meeting coordination, office and project management, team supervision, and business development through SOPs, recruitment, and process improvements.

DROPSHIPPING (FULFILLMENT TEAM)

Zendrop/Shopify | June 2024 - December 2024 (0 Year, 7 Months)

- Managed end-to-end order fulfillment including order processing, inventory management, shipping coordination, customer service, quality control, and performance reporting.

APPOINTMENT SETTER / SALES / MANAGER

Florida Power and Light - Solar Panel | 2020 - 2024 (4 Years)

- Led sales operations by generating and qualifying leads, setting appointments, closing deals, and managing a team with performance tracking, strategy development, and recruitment.

TECH/SYNC TROUBLESHOOTING

Acquire PH Support | 2018 - 2020 (2 Years)

- Provided technical support through troubleshooting sync issues, error messages, performance optimization, configuration, security, integration, billing management, and dispute resolution.

CSR/SALES/ TSR/COLLECTIONS

iQor PH | 2014 - 2018 (4 Years)

- Delivered customer service and sales support across account management, payment negotiation, lead generation, retention, upselling, onboarding, and escalations, consistently meeting targets.

SKILLS/AREAS OF EXPERTISE

- Administrative Support
- Calendar & Email Management
- Travel Planning & Coordination
- Meeting Scheduling & Coordination
- Customer Service & Tech Support
- Project Management
- Sales & Lead Engagement
- CRM Management
- Order Processing & Fulfillment
- Inventory & Shipping Coordination
- Quality Control & Reporting
- Process Improvement
- Team & Dispatch Management
- Hiring & Recruitment Support
- Content Creation (Infographics, Handbooks, Playbooks)

TECHNOLOGY

- | | |
|---------------|---------------------|
| • Zendesk | • Google Workspace |
| • Gorgias | • Microsoft Office |
| • Workiz | • ChatGPT |
| • QuickBooks | • Shopify |
| • Canva | • Apollo.io |
| • Mailchimp | • Trello |
| • Slack | • Asana |
| • WhatsApp | • Jira / Confluence |
| • Telegram | • HighLevel |
| • RingCentral | • Salesforce |
| • CallTools | • Pipedrive |
| • Clockify | • HubSpot |
| • Time Doctor | • Bitrix |
| • Hubstaff | |

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