

Krizzel

I am a Virtual Assistant specializing in Customer Service Support, Email Support, Social Media Management, Content Creation, Search Engine Optimization (Onpage, Off-page and Technical SEO). I am here to help you connect with your current and future customers, represent your brand professionally and with fun in different Social Media Platforms.

Willing to relocate: Anywhere

## Personal Details

**Citizenship:** Filipino

## Work Experience

### **DATA ENTRY SPECIALIST | CUSTOMER SUPPORT**

BALANCE IN MOTION PHYSIOTHERAPY CLINIC - North Sydney NSW

January 2021 to Present

- Entered key performance indicators (KPIs) from the online system, including revenue, new patients, DNA records, cancellations, missed appointments, and retention rate.
- Developed graphic designs for Instagram posts and monthly newsletters.
- Edited videos for reels, uploading them to both the company's website (Squarespace) and YouTube channel.
- Enhanced the presentation of word files, converting them into presentable PDF formats.
- Managed company email by promptly responding to inquiries and maintaining an organized inbox to address parents' concerns.
- Conducted phone calls to assist parents with inquiries and resolve issues during the registration process on the company's website.
- Created spreadsheet forms for data presentation, including total enrollment, weekly sales, and automation of numbers.
- Converted information from the Enrollsy application into CSV files for bulk email sending through ActiveCampaign.

### **Public School Teacher**

Department of Education Philippines - Roxas City

August 2016 to September 2023

- Developing and issuing educational content including notes, tests, and assignments.
- Supervising classes to ensure all students are learning in a safe and productive environment.
- Organizing supplies and resources for lectures and presentations.
- Delivering personalized instruction to each student by encouraging interactive learning.
- Planning and implementing educational activities and events.

- Ensuring your classroom is clean and orderly.
- Preparing and distributing periodic progress reports and semester report cards.
- Attending parent-teacher meetings.
- Evaluating and documenting students' progress.
- Allocating and grading homework, assignments, and tests.

## Education

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### **Bachelor of Science in INFORMATION TECHNOLOGY in IT**

COLEGIO DELA PURISIMA CONCEPCION - Roxas City

June 2010 to March 2013

### **SECONDARY EDUCATION**

CAPIZ NATIONAL HIGH SCHOOL - Roxas City

2008 to 2012

AN ELEMENTARY SCHOOL

2002 to 2008

## Skills

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- Microsoft Office; Photoshop, Technical Troubleshooting (10+ years)
- Technical support
- Customer service
- Communication skills
- CANVA (7 years)
- Customer service (3 years)
- Zoho (1 year)
- Active Campaign (1 year)

## Certifications and Licenses

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### **In-Depth Training on Search Engine Optimization (SEO) OCT. 16, 2022**

October 2022 to October 2022

Course outline: Introduction to SEO, Google Replaces the Phone Book, How Search Engines Work, What it Takes to Rank, Long-Tail Concept & Theory Content is King, How to Approach Your SEO Strategy, On-Page SEO, Website Content, URL Structure, Title Tags & Meta Tags, Headline Tags, Internal Linking, Off-Page SEO, Linking to you?, How are they Linking to you?, Using Social Media to spread content, Identifying Keyword, How to identify Long-tail Keywords, Check your website analytics, Keyword Research Tools, Search for Keywords, Measuring Success, Traffic, Lead/ROI, Indexed Pages, Inbound Links, Keywords, Ranking, Make a list of keywords build a keyword-focused webpage, Create a link building Plan, White Hat SEO Practices.

### **Licensed Professional Teacher**

June 2015 to Present

Professional Regulation Commission passer of LET examination

## **In-Depth Training on Social Media Management (SMM) JAN. 16, 2022**

January 2022 to January 2022

Course outline: Introduction to marketing and social media-Types of Social Media Platforms-Job Role on Social Media-Tools/ Softwares Used In Social Media-Social Media Workflow-Creating Social Media Reports-How to manage Social Media Accounts (Facebook, Instagram, Pinterest, LinkedIn, and etc.)

### Additional Information

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- > Technical Support
- > Well versed with Adobe Photoshop
- > Proficient with MS Word, Excel, Publisher and Powerpoint