



JESSA MACATANGAY

VIRTUAL ASSISTANT

A former customer service representative with over 5 years of experience in the contact center business, and 3 years of experience working remotely as a virtual assistant aiding clients with customer service, appointment setting, calendar management, and email management. I also have experience managing social media accounts, creating and presenting insurance quotes for residential and commercial lines, and various administrative responsibilities.

CONTACT

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SKILLS

- Customer Service (Handling inquiries and resolving concerns, scheduling appointments and managing calendars for professionals)
- Financial Analysis (Conducting financial analysis for projects, managing and reporting on financial data)
- Communication Skills (Effective verbal and written communication, Interacting with clients via email, call, or text)

WORK EXPERIENCE

VIRTUAL ASSISTANT

Insurance Broker Agency (US) | Feb 2023 to Mar 2024

- Full time
- Assist in quotes preparations - residential and commercial lines.
- Coordinate with clients to get their necessary info for quotes preparation
- Presenting quotes to the clients and helps them with decision making
- Explain coverages as per client's requests
- Issue policies.
- Updating policies as per client's requests
- Updating mortgagee info/lienholder and sending necessary documents
- Helps in setting up automations in the system
- Set up email templates
- Creating marketing materials - flyers, videos, powerpoint presentations.
- Helps train new hires.
- Recording videos and creating SOPs for system navigations and training purposes.

- Digital Marketing (Email marketing and outreach, Social media management and growth - Facebook, Instagram, Twitter, LinkedIn, Content creation for social media posts, blogs, and marketing materials, Creating and managing digital advertising campaigns.)
- Content Creation (Designing marketing materials - postcards, flyers, t-shirts, etc., Image editing and graphic design using Canva, Writing product descriptions and content for WooCommerce platforms, Creating engaging video content, including reels and short-form videos.)
- Technical (Proficiency in using digital tools for scheduling and documentation, Updating and managing information on wordpress websites, Designing booths in virtual reality games.)
- Sales and Marketing (Conducting email marketing outreach, Generating and following up on leads)
- Project Management (Coordinating between different stakeholders, Managing project timelines and deliverables)
- Insurance Industry (Creating quotes for personal and commercial lines, Explaining product coverages and assisting in policy issuance,

VIRTUAL ASSISTANT FOR DIGITAL MARKETING AGENCY

Upwork | June 2021 to March 2023

- Part - time flexible hours
- Edit videos for social media content.
- Creating thumbnails for the videos using Canva
- Creating quote images
- Writing captions for different IG accounts.
- Doing hashtag research
- Conduct day-to-day email follow-ups to clients.
- Manual lead generation
- Growing instagram followers by creating contents,
- targeting followers and doing engagements.

PRODUCT WRITER / WOOCOMMERCE

Onlinejobs.ph | Apr 11, 2022 to Sept 11, 2022

- Project - based, flexible hours
- Conducting product research
- Image editing
- Write SEO-optimized articles, blogs and product descriptions for different Wordpress Woocommerce Websites.

VIRTUAL ASSISTANT

Tiger Claims Management | Jan 2021 to Feb 2023

- Scheduling appointments
- Email Management
- Admin Tasks
- Inbound/Outbound Calls
- Responding to texts

SUBJECT MATTER EXPERT

Concentrix | Feb 2017 to Oct 20, 2020

- Serve as the POC of the customers whenever they have issues with their services/accounts.
- Support customer service representatives regarding their questions/concerns about the products

- Handling insurance documentation for e-signature, Updating client information and making changes to policies, Assisting customers with insurance coverage inquiries.)
- Creative Skills (Graphic design and visual content creation, Developing and implementing marketing strategies.)
- Analytical Skills (Analyzing and interpreting financial data, Utilizing data for strategic decision-making in marketing campaigns.)

TOOLS

- G-Suite - Gmail, Drive,
- Docs, Sheets, Forms,
- Slides, Calendar, etc.
- Microsoft Office - Word,
- Excel, Powerpoint,
- Outlook, Microsoft
- Teams
- Zoom
- Slack, Skype, WhatsApp
- Trello
- Calendly
- Canva
- Adobe Photoshop
- Filmora, Cupcut, Veed.io
- Wordpress
- AgencyZoom
- EZLynx
- Scheduling tools such as Later, Buffer, Eclincher, OnlyPult, etc.

- Taking in Supervisory/Managerial calls.
- Evaluating performance of the representatives and making sure that they are up to date with the new processes.

TECHNICAL SUPPORT REPRESENTATIVE

Alorica | Jan 2016 to Jan 2017

- Deliver outstanding service, exceed expectations, and build long-term loyalty with the customers.
- Assist customers in doing troubleshooting with the issue that they have with their internet, cable, or landline services.
- Offer value added products.

CUSTOMER SERVICE REPRESENTATIVE

Sitel | Oct 2015 to Jan 2016

- Responsible for assisting customers with their queries/issues with their orders.
- Checking the status with the current order, placing the order for the customers.
- Making sure all issues are addressed properly during the call.
- Triaging the account.
- Properly notating the account.

MUNICIPAL FINANCIAL ANALYST

DSWD | 2014 - 2015

- Assisted in technical aspects of subproject proposal preparation, ensuring cost-effectiveness and adherence to guidelines.
- Performed financial analysis, including overhead costs evaluation and cost-to-subproject ratio, for better resource allocation.
- Ensured robust internal controls and financial management systems for community-approved projects.
- Provided job coaching for financial record-keeping, bank reconciliation, and status reporting of project funds.

HARDWARE SPECIFICATION

- PROCESSOR: Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz
- INSTALLED RAM: 24.0 GB
- GPU: 2.0 GB
- STORAGE: 1 TB GB SSD, 112 GB HDD
- DUAL MONITOR SET - UP
- JABRA HEADSET
- HD WEBCAM

- Conducted reviews and validations of fund release requests, disbursement vouchers, and cost accuracy.
- Oversaw delivery of local contributions and initiated timely actions to prevent delays.
- Facilitated monthly community financial management meetings and reviewed financial documents.
- Conducted field visits to monitor and validate financial project status at the barangay level.
- Compiled and submitted financial feedback and municipal monitoring reports to relevant authorities.
- Maintained up-to-date financial records, including bank statements, vouchers, and acknowledgment receipts.