Ericka Marie H. Famorca

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WORK EXPERIENCE

CEO Concierge LLC **Sept 2025 - July 2026**
Training Assistant

- Prepared and organized training materials to facilitate employee development programs.
- Uploaded and organized training materials in Airtable, enhancing resource availability for staff.
- Created engaging training graphics and visual materials to support instructional methods.

CEO Concierge LLC - Client: Strange Allegro **April 2026 - July 2026**
Executive Virtual Assistant

- Managed employee onboarding processes through Workstream, ensuring a smooth transition for new hires.
- Monitored employee time logs and schedules using CrunchTime, improving workforce efficiency.
- Prepared documentation for disciplinary actions and terminations, adhering to regulatory standards.
- Confirmed delivery and pickup orders accurately through ezCater to ensure smooth logistical operations.

CEO Concierge LLC - Client: Archos Advisors **May 2024 - Sept 2025**
Executive Virtual Assistant

- Provided comprehensive business and administrative support to executives, enhancing operational efficiency.
- Executed email and calendar management to streamline scheduling and improve time management.
- Managed social media presence and engagement strategies, boosting client visibility and interaction.
- Utilized SharpSpring to maintain CRM records, ensuring accurate tracking of client interactions and sales data.
- Prepared professional workbook and slide presentations, delivering impactful reports to stakeholders.

TW Sell & Tartan Trader **June 2022 - Feb 2024**
Amazon Product Researcher

- Evaluated and recommended Amazon products based on client criteria to support inventory and sales goals.
- Managed client emails, ensuring timely responses and effective resolution of inquiries.

Mercantile Stores Group Inc. **Feb 2019 - Aug 2021**
Selling Department Manager

- Planned and executed sales promotions and marketing initiatives, driving revenue growth.
- Analyzed sales performance and customer feedback to develop actionable strategies for improvement.
- Collaborated with team members to implement strategies that elevated store performance and customer satisfaction.

Golden ABC Inc. **June 2015 - Aug 2018**
Store Sales Manager

- Oversaw daily operations of the boutique, ensuring compliance with opening and closing procedures.
- Implemented sales promotions and marketing initiatives, resulting in increased customer traffic and revenue.

EDUCATION

Bachelor of Science in Hotel and Restaurant Management **June 2008 - April 2012**
Cavite State University, Silang Campus

SKILLS

Core Skills: Email Management, Calendar Management, Social Media Management, CRM Management, Workbook and Presentation Creation, Graphic Design and Content Creation, Administrative Skills, Organizational Skills, Data Entry
Technical Skills: Microsoft 365, Microsoft Office Suite, Google Workspace, SharpSpring, CrunchTime, Asana, Trello, Canva, VN Video Editor, CapCut, Adobe Acrobat, PandaDoc, Ninety.io, Workstream, Zoom, Amazon Seller Central