JON RUSSELL H. TOLENTINO

Tanza, Cavite, Philippines

PROFESSIONAL SUMMARY

Results-driven Executive Virtual Assistant and Web Consultant with 13+ years of experience supporting global clients including Google, Intel, and Amazon. Managed 30+ VIP client accounts with a 95%+ satisfaction rating and resolved 90% of concerns on first response. Experienced in CRM systems, website management, analytics reporting, and executive-level client communication.

CORE SKILLS

- Executive & Administrative Support
- CRM Management (Salesforce)
- WordPress Website Administration
- Google Analytics 4 (GA4) Reporting
- Client Relationship Management
- Process Optimization
- Email & Calendar Management
- Canva Marketing Support
- Remote Operations & Team Coordination

PROFESSIONAL EXPERIENCE

VIP Web Consultant **June 2023 – August 2026**

Agent Image (Remote)

- Managed 20+ high-value client accounts simultaneously
- Maintained 95%+ client satisfaction rating
- Resolved 90% of inquiries on first contact
- Reduced follow-up requests by 15% through proactive communication
- Supported WordPress website updates and digital optimization
- Utilized Salesforce CRM for account tracking and documentation
- Analyzed website performance using Google Analytics 4 (GA4)

Technical Support III – Google Account **2022 – 2023**

TELUS International

- Handled escalated global technical cases
- Met and exceeded SLA and performance KPIs

Technical Support Engineer – Intel Account **2021 – 2022**

SITEL

Additional Global Support Roles **2009 – 2020**

- Google
- Amazon
- McDonald's USA
- QuickBooks (Intuit)
- Time Warner Cable

EDUCATION

BS in Electronics & Communications Engineering

San Sebastian College-Recoletos