

ROSE JYNN RAMILO

CUSTOMER SUPPORT

Puerto Princesa City, Palawan 5300

EDUCATION

2014–2020

Palawan State University

- Bachelor of Science in Tourism Management

TRAINING & CERTIFICATIONS

- ProVA Philippines – General Virtual Assistant (October 30, 2022)
- ProVA Philippines – Amazon VA In-Depth (June 18, 2023)

SKILLS

- E-Commerce & Operations: Amazon, Walmart, Shopify, Temu, Dropshipping Process, Order Management
- Customer & Sales Support: Email & Call Support, Process Cancellations & Replacements, Telemarketing, Booking Support
- Administrative & Leadership: Supervision, Admin Support, Client Relations, Team Leadership, Lead Generation

WORK EXPERIENCE

Customer Support Representative

SITEL Palawan | October 2021 – March 2023

- Handled inbound and outbound customer service calls in a guest contact center for airline bookings.
- Assisted customers with flight reservations, travel benefits, and general inquiries while ensuring excellent service and a smooth travel experience.

PERSONAL PROFILE

A dedicated customer and sales support professional with extensive experience in customer service, telemarketing, e-commerce support, and administrative operations. Skilled in communication, client relations, order management, and problem-solving, with a strong commitment to delivering excellent service and supporting business growth.

WORK EXPERIENCE

E-Commerce Support Specialist

Maximm Cable March 2026 – Present

- Platforms: Amazon, Walmart, Shopify, and Temu
- Provided comprehensive customer support through email and phone channels, ensuring prompt resolution of client inquiries.
- Processed order cancellations, replacements, and detailed order inquiries accurately.
- Managed daily order fulfillment tasks and streamlined order management workflows across multiple e-commerce platforms.
- Handled end-to-end dropshipping processes, coordinating efficiently to maintain smooth operations.

Sales Representative & Team Leader *April 2023 – March 2026*

The Card Association – Merchant Services (Virtual Assistant)

- Acted as a lead generation specialist focusing on cold calling, telemarketing, and appointment setting.
- Supported and guided team members by addressing concerns, resolving issues, and helping them meet performance targets to maintain overall team productivity and success.

Customer Support Associate

Palawan Real Estate Development Inc. January 2021 – August 2021

- Responsible for document control and billing follow-ups, maintaining accurate and organized records, and managing essential documents.
- Communicated with clients regarding unpaid bills, updated records, supported administrative tasks, and ensured compliance with company procedures.

REFERENCES

Available upon request.