



CHARYSSE DANA ABAS

**SOCIAL MEDIA MANAGER
EMAIL SUPPORT SPECIALIST
VIRTUAL ASSISTANT**

EXECUTIVE SUMMARY

An experienced Graphic Designer, Website Designer and Social Media Manager for 2 years with creative ability in detail earnest motivation, a problem solver and sharp at work who can deliver services under pressure, maintain a positive attitude, and a team builder.

SKILLS AND TOOLS

- Graphics Designing (Adobe Photoshop, Figma, Canva)
- Social Media Management
- Video Editing (Capcut, Canva, Adobe Premiere Pro)
- Website Designer (Wordpress, Clickfunnel & Wix)

HOW TO CONTACT ME

EMAIL: danacharysse@gmail.com

MOBILE PHONE: (+63) 935-1663-128

SKYPE: [live:.cid.fb06acc8336f227c](https://www.skype.com/user/live/cid.fb06acc8336f227c)

FACEBOOK:

<https://www.facebook.com/charyssedana.cabanez/>

LINKED IN:

www.linkedin.com/in/charysse-dana-cabanez-332911a8

INSTAGRAM:

https://www.instagram.com/kha_rysse/

WE CHAT ID: [wxid_bc4907xflxh22](https://www.whatsapp.com/channel/00291bc4907xflxh22)

COUNTRY: Philippines 9000

RELEVANT EXPERIENCES

EMAIL SUPPORT SPECIALIST

Vasve | July 2025 - March 2026

- Respond to customer inquiries via email in a timely and professional manner
- Assist customers with order concerns such as tracking, delays, cancellations, and returns
- Resolve product-related issues, including damaged, missing, or incorrect items
- Provide accurate information about products, promotions, and store policies
- Process refunds, exchanges, and replacements following company guidelines
- Handle complaints and escalate complex issues to the appropriate team when needed
- Maintain a high level of customer satisfaction through clear and empathetic communication
- Monitor and follow up on pending customer concerns to ensure resolution
- Identify common issues and suggest improvements to enhance customer experience
- Meet performance metrics such as response time, resolution time, and customer satisfaction (CSAT)

SOCIAL MEDIA MANAGER

Ampfluence | October 2023 - July 2025

- Graphic Designing using Adobe Photoshop, Canva & Figma
- Creating content calendars
- Schedule/Post content (Social Media)
- Video edit using Adobe Premiere Pro & Capcut

SUPERVISOR

Distinct | May 2021 - September 2023

- Managing workflows and new hires.
- Graphic Designing using Adobe Photoshop, Canva & Figma
- Creating content calendars
- Schedule/Post content (Social Media)
- Video edit using Adobe Premiere Pro