



CHRISTELLE JAYNE PONTILLO

VIRTUAL ASSISTANT | SOCIAL MEDIA MANAGER FREELANCE BOOKKEEPER

WORK EXPERIENCE

CUSTOMER SERVICE & SUPPORT

PIE ACCOUNTING

- Client Communication & Support
- Data & Document Management
- Billing & Payment Support
- Coordination With Accounting Team
- Update CRM Systems, Organize client folders and Issue Resolution
- Monitor client satisfaction and gather feedback

SOCIAL MEDIA MANAGER | ADMINISTRATIVE ASSISTANT

F&A CONSTRUCTION

- Proposal Crafting, Estimates, Pitch Deck, Invoicing
- Customer Service & Support, Project Deadlines Management
- Lead Outreach, Phone Calls
- Managed Social Media Accounts
- Content Creation (Carousels, Graphics, Reels & Long Form Videos)
- Houzz CRM (Construction Industry Platform)
- Calendar & Scheduling Management
- Email Outreach & Inbox Management

EXECUTIVE ASSISTANT | ADMINISTRATIVE ASSISTANT

LADSON CONSTRUCTION

- Email Management
- Calendar Management
- Lead outreach
- Customer Service & Support

BOOKKEEPER | ADMINISTRATIVE ASSISTANT

LET'S ROOF | LET'S PAVE

- Database Management
- Proposal Crafting & Estimates, Pitch Deck, Invoicing,
- Payment Follow-Up, Project Report, Categorization
- Customer Service & Support
- Project Deadlines Management
- Quickbooks Online

BOOKKEEPER | ADMINISTRATIVE ASSISTANT

MAJESTIC CONSULTING

- Database Management
- Invoicing
- Bank reconciliation
- Billing
- Bank Transaction Categorization
- Quickbooks Online



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<https://louiepossible.my.canva.site/cjfp-portfolio>



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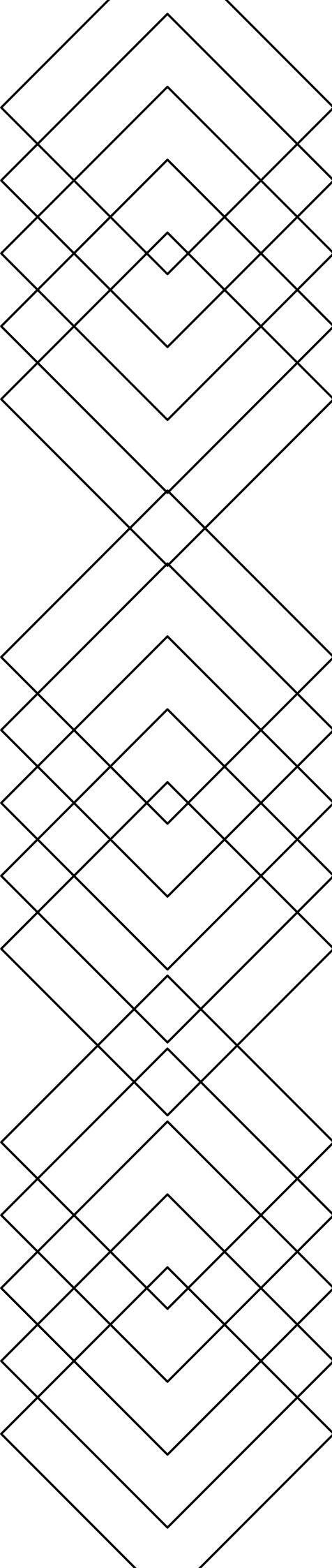
Philippines

SKILLS & ABILITIES

- Exceptional oral communication and written skills
- Can work under pressure with quality output
- Can work beyond expectation under less supervision
- Detail Oriented
- Highly Organized
- Data Entry and Research
- Database Management
- Financial Reporting
- Lead Generation & Outreach
- Invoicing and Bookkeeping
- Social Media Management
- Content Creation & Curation
- Graphics Design Video Editing
- MS Office, QuickBooks, Canva, Spreadsheet, Intercom, GoHigh Level, Filmora, Houzz

EDUCATION

CARAGA STATE UNIVERSITY
BACHELOR OF SCIENCE IN FORESTRY
2016



EXECUTIVE ASSISTANT | ADMINISTRATIVE ASSISTANT

PAUL WILSON'S GLOBAL

- Calendar & Scheduling Management
- Email Outreach & Inbox Management
- Social Media Content Creation & Posting
- Customer Service & Support

SOCIAL MEDIA MANAGER

NEW HOPE SENIOR LIVING

- Handled Social Media Accounts (Engagement & Posting)
- Content Creation (Carousels, Graphics, Reels & Long Form Videos)
- Lead Generation and Outreach

ADMINISTRATIVE ASSISTANT

ENVIRO-MASTER CLEANING COMPANY

- Estimates, Proposal
- Customer Service & Support
- Lead Outreach
- Database Management

GENERAL VIRTUAL ASSISTANT

MEDIA ISLAND SYSTEMS

- Handled Go High Level
- Handled Database Reactivation
- Cold Email & Cold SMS Templates Creation

PROJECT MANAGER | SOCIAL MEDIA MANAGER

ELLELIVEACTION

- Monitoring and Control
- Team Coordination
- Handled Social Media Accounts (Engagement & Posting)
- Content Creation (Carousels, Graphics, Reels & Long Form Videos)
- Newsletters, Email Campaigns

SOCIAL MEDIA MANAGER

UKIE PAINTING

- Handled Social Media Accounts (Engagement & Posting)
- Content Creation (Carousels, Graphics, Reels & Long Form Videos)

ADMINISTRATIVE ASSISTANT | CUSTOMER SUPPORT

RALPH'S CATERING

- Craft Proposals and Estimates
- Billing and Invoicing
- Email Management
- Calendar Management

VIRTUAL ASSISTANT | CUSTOMER SUPPORT

NOWSITE

- Onboard New Customers
 - Customer Service & Support
 - Lead Outreach
 - Handled Lead Generation
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