

Rica May C. Rodriguez

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Skype: Ricachiu19



PERSONAL INFORMATION:

Age: 31 years old

BirthDate: May 19, 1994

Status: Married

EDUCATION

College Graduate – BS Tourism Management; 2014

PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Operations Coordinator with experience in customer service, e-commerce, and team management. Skilled in handling inbound/outbound communications, managing online business operations, and delivering high-quality administrative support. Detail-oriented, organized, and committed to efficiency and customer satisfaction.

WORK EXPERIENCE:

***Operations Coordinator**

United Smart Tech

- Coordinated with managers and technical teams to ensure smooth operations
- Supervised audit and dispatch teams

- Prepared and submitted daily performance reports
- Handled customer follow-ups, repair updates, and scheduling
- Managed inbound and outbound communications with customers and technicians

***Virtual Assistant / Business Manager**

- Managed Facebook business accounts, including daily posting and customer engagement
- Processed and monitored Shopify orders
- Handled email management and customer inquiries
- Performed data entry and administrative support tasks

***Amazon Outsourcing Specialist**

- Created and optimized Amazon product listings
- Conducted keyword research to improve product visibility

***Customer Service Representative**

Teletech Holdings Inc.

- Handled inbound and outbound calls
- Provided customer support via phone and chat

***Telemarketer**

Versatel Marketing

- Conducted inbound and outbound sales calls

***Personal Assistant**

PCO Foods & APEX Management

- Managed executive schedules, meetings, and daily tasks
- Provided administrative and operational support

***Data Entry / Research Specialist**

- Conducted data mining and online research
 - Created reports using Excel, Word, and PowerPoint
 - Organized files in Google Drive
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SKILLS

- Customer Service & Communication
 - Email & Calendar Management
 - Social Media Management
 - Shopify & E-commerce Support
 - Data Entry & Research
 - Microsoft Office (Word, Excel, PowerPoint)
 - Attention to Detail & Accuracy
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REFERENCES

LaCretia Pratt

Former Part-time Client

travelwithcre@gmail.com

Stefano Sciuto

Former Client

347-725-246