

Delegate



Cydie

Role: General Virtual Assistant
Project & Social Media Management



Click the play button for the Assistant's Video Introduction.

Availability: Available ASAP

Hours: Full time

Rate: \$5 per hour

Summary:

Cydie Penalosa is a proficient Virtual Assistant with a solid foundation in customer service and administrative support, complemented by degrees in Technical Teacher Education and Elementary Education. With extensive experience at Fair Trade Outsourcing, she has excelled in leadership roles, enhancing client satisfaction through strategic decision-making and operational excellence. Her technical skills as a Help Desk Representative and her expertise in social media management, data entry, and project management make her a versatile asset.

Cydie is committed to continuous improvement, having participated in managerial training and compliance initiatives to foster a productive work environment. Her meticulous attention to detail, strong research skills, and proficiency in Google Suite and MS Office position her as an ideal candidate for clients seeking reliable virtual assistance. Hiring Cydie means investing in a dedicated partner focused on elevating your operational efficiency and customer service experience.

Skills & Experience:

- **Customer Service**
 - Provided exceptional support as a Customer Service Representative at multiple organizations, ensuring client satisfaction.
 - Resolved technical issues and verified computer compatibility as a Help Desk Representative, enhancing user experience.
- **Leadership and Team Management**
 - Supervised proctoring floor operations as a Support Team Lead, maintaining proctor focus and motivation.
 - Oversaw team productivity and performance as an Operations Manager, administering attendance tracking and coaching.
- **Technical Proficiency**
 - Collaborated to troubleshoot complex technical issues related to hardware and software, serving as a Point of Contact for management teams.
 - Developed expertise in various software tools, including Google Suite and MS Office, for efficient administrative support.

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Skills & Experience:

- **Project Management**
 - Learned project management principles, including task organization and timeline management, to ensure project completion.
 - Managed multiple administrative tasks and monitored exam status, providing on-the-spot training as needed.
- **Social Media Management**
 - Developed proficiency in social media management strategies, including content creation, scheduling, and engagement analytics.
 - Acquired skills in graphic and video design using Canva, creating visually appealing content for various platforms.
- **Data Entry and Research**
 - Demonstrated expertise in accurate and efficient data entry techniques, ensuring the integrity and organization of information.
 - Conducted research and data collection to support various administrative tasks and improve operational processes.
- **Calendar and Meeting Management**
 - Mastered calendar management practices, including scheduling appointments and coordinating meetings to optimize time efficiency.
 - Assisted in organizing events and managing schedules for team members and executives.
- **Compliance and Safety Training**
 - Participated in OSH Mandatory Training Awareness to ensure compliance with regulations and promote a safe work environment.
 - Engaged in managerial training programs focused on developing leadership skills and operational standards.

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Tools and Platforms:

- **Google Suite**
 - Google Drive: For file storage and sharing.
 - Google Docs: For document creation and collaboration.
 - Google Sheets: For data organization and analysis.
 - Google Forms: For surveys and data collection.
 - Google Calendar: For scheduling and managing appointments.
- **Microsoft Office Suite**
 - Microsoft Word: For document creation and editing.
 - Microsoft Excel: For data analysis and spreadsheet management.
 - Microsoft PowerPoint: For creating presentations.
 - Microsoft Outlook: For email communication and calendar management.
- **Canva**
 - Used for graphic and video creation, enabling the design of visually appealing content for social media and other platforms.
- **Help Desk Software**
 - Utilized tools for troubleshooting technical issues and providing support to users, although specific software names are not mentioned.
- **Project Management Tools**
 - Engaged with project management software (specific tools not listed) to organize tasks, manage timelines, and coordinate with team members.
- **Social Media Management Tools**
 - Employed various tools for scheduling posts and analyzing engagement metrics (specific tools not listed).