

Delegate



Rod John

Role: General Virtual Assistant
Project Management & Digital Marketing



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

Availability: Available ASAP

Hours: Full time

Rate: \$6 per hour

Summary:

Rod John Moda is an accomplished professional with extensive experience in team management and customer service, currently serving as a Team Manager Supervisor at Ibex Global Solutions. With a proven track record in enhancing organizational processes and implementing cost-saving strategies, Rod excels in leadership, digital marketing, and project management. Her role as a Subject Matter Expert has equipped her with strong analytical and problem-solving skills, enabling her to effectively guide and develop team members. Additionally, her background as a Marketing and Office Assistant showcases her expertise in website management, SEO, and branding. Rod's commitment to high-quality standards and continuous improvement makes her a valuable asset for any organization seeking a dynamic and results-driven leader.

Skills & Experience:

- **Leadership and Team Management**
 - Successfully leads and supervises a team of professionals at Ibex Global Solutions, providing guidance and support to ensure team success.
 - Acts as a Subject Matter Expert, helping agents develop their confidence and skills in customer service.
- **Customer Service Excellence**
 - Delivers high-quality customer service support, enhancing the overall performance of the company.
 - Trains and assists agents, fostering a learning environment that encourages self-sufficiency.
- **Digital Marketing and SEO**
 - Managed website design and content, focusing on search engine optimization (SEO) to improve online visibility and engagement.
 - Experienced in branding and logo design, contributing to effective marketing strategies.

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Skills & Experience:

- **Project Management**
 - Demonstrated ability to streamline organizational processes and implement cost-saving strategies, enhancing overall performance.
 - Coordinates with development teams to ensure project goals are met efficiently.
- **Legal and Administrative Support**
 - Provides essential support to attorneys in legal work, including document preparation, legal research, and case management.
 - Maintains strong organizational skills and attention to detail while handling confidential information.
- **Analytical and Problem-Solving Skills**
 - Utilizes strong analytical skills to identify and execute effective growth strategies within teams and projects.
 - Capable of critical thinking to address challenges and improve operational efficiency.
- **Communication Skills**
 - Proficient in both English and Tagalog, facilitating effective communication with diverse clients and team members.
 - Engages in public relations and customer interactions, enhancing client relationships and satisfaction.

Tools and Platforms:

- **Canva**
 - Utilized for graphic design, branding, and creating marketing materials.
- **Adobe**
 - Employed for various design and editing tasks, enhancing visual content for marketing and branding purposes.

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Tools and Platforms:

- **Website Management Tools**
 - Managed website design and content, likely using platforms such as WordPress or similar content management systems (CMS).
- **SEO Tools**
 - Engaged in search engine optimization (SEO) practices, potentially using tools like Google Analytics, SEMrush, or Moz to analyze and improve website performance.
- **Legal Software**
 - Used in her role as a Legal and Admin Assistant, likely involving case management and document preparation software specific to legal practices.