



Jaymark Andre

CONTACT INFO

**Phone**

+639602830692

**Email**

jaymark.andre16@gmail.com

**Address**

Urban Poor Phase 3 Ayuti Lucban
Quezon Philippines 4328

Date of birth: July 4, 1991

PROFESSIONAL SKILLS

- Project Management
- Inbox Management
- Calendar Management
- Social Media Management
- Graphic Design
- Appointment Setting
- Google Sheets
- Canva, etc.

SOFTWARE EXPERIENCE

- GSuite
- MS Office
- Salesforce
- Shopify
- Housecall Pro
- Gorgias
- Zendesk
- Canva

WORK EXPERIENCE

QUALITY ANALYST

GTEcom B.V | Aug. 2024- Feb. 2026

- doing quality check on agents ticket to make sure that everyone is following the company's policies and procedure

CUSTOMER SERVICE ASSOCIATE

GTEcom B.V | July. 2022 - Aug. 2024

- answering Shopify emails about refunds, returns, wrong item, wrong size, delivery status, modifying shipping address, etc.

VIRTUAL ASSISTANT

Paradise Ponds and Falls | Oct. 2020 - July. 2022

- Email Management, Calendar Management, Customer Service, Social Media Management, Website Blogging, Appointment Setting

RECORDS RETRIEVAL SPECIALIST

Peak Outsourcing | June 2018 - Sept. 2020

- Calling medical facilities to gather medical records
- Upload medical records to our CRM

TECHNICAL SUPPORT REPRESENTATIVE

VXI | January 2016 - May 2018

- answering queries about their order information
- Providing tracking number
- Processing a refund

EDUCATION

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

June 2010 - May 2012

Bachelor of Science in Mechanical Engineering