



# Micah James T.

## Virtual Assistant

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09165150588

### QUALIFICATION SUMMARY

Detail-oriented Customer Experience professional with experience in email marketing, web development, and customer service. Skilled in Klaviyo campaign management, WordPress development, and customer support operations. Highly adaptable, tech-savvy, and committed to delivering quality results in fast-paced environments.

### SYSTEM FAMILIARITY

- Microsoft Office
- Google Suite
- Slack
- Trello
- Zoom
- Canva
- MailChimp
- WordPress
- Meta Business Suite
- Capcut
- Pinterest
- Asana
- Facebook
- Youtube
- Tiktok
- Instagram
- Zendesk
- Helpdesk
- Gorgias
- HTML 5
- CSS
- Elementor

### TRAINING & CERTIFICATIONS

- Real Estate
- Klaviyo Product Certificate

### ADMIN & MARKETING

- Graphic Design: Canva
- WordPress Management
- Creative Writing for Blogs
- Social Media Marketing:  
Facebook Ads
- Email Management
- Calendar Management

#### Customer Experience Representative Email **Comft.**

November 2023 - Dec 2025

- Responded to customer inquiries via email in a timely manner
- Resolved issues and escalated complex cases when necessary
- Conducted follow-ups and proactive outreach
- Monitored reports and performance metrics

#### Email Campaign Specialist **Managed Uptime Services, Inc.**

April 2022 - Sept 2023

- Built and scheduled email campaigns using Klaviyo and MailChimp
- Created audience segments and suppression lists
- Monitored account performance and analytics
- Communicated with clients for clarification and campaign adjustments

#### CUSTOMER SERVICE REPRESENTATIVE

#### **Sitel Eton | Capital One | Finance**

June 2021 - January 2022

- Handled inbound and outbound customer service calls
- Assisted with disputes, card lock/unlock, lost card, and replacements
- Maintained high-quality service and compliance standards

#### Junior Web Developer Front-end

#### **Rocket Media Fusion**

March 2017 - January 2018

- Designed and developed WordPress websites
- Created landing pages from PSD to WordPress
- Configured and maintained WordPress sites
- Optimized images and improved website performance