

Rhydell Jharen L. Solis

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PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy graduate with strong organizational skills and hands-on experience using Google Workspace, Canva, and AI-powered productivity tools. I excel at learning new software quickly, communicating proactively, and managing tasks with accuracy and efficiency. Committed to helping busy entrepreneurs streamline administrative tasks, calendar management, and digital communications so they can focus on growing their business.

KEY SKILLS

Administrative Support, Document Management, Customer Service, Client Communication, Calendar Management, Email Management, Data Entry, Google Workspace, Problem Solving, Attention to Detail

TECH PROFICIENCY

AI Tools: Google Gemini, ChatGPT, Grammarly/Quillbot

Productivity: Microsoft Office, Google Workspace

Communication: Zoom, Google Meet, Discord

Project Management: Trello

Design/Social Media: Canva, Adobe Photoshop, Sony Vegas Pro, CapCut

EDUCATION

Bachelor of Science in Business Administration Major in Marketing Management

Nueva Ecija University of Science & Technology | Cabanatuan City, Philippines | Graduated 2024

Relevant Coursework: Business Communication, Computer Applications, Organizational Management, Office Management

RELEVANT EXPERIENCE

Customer Service Representative

SUTHERLAND GLOBAL | June 2025 - June 2026

- *Handled inbound customer service calls for Amazon US Retail and Amazon Canada Retail, assisting customers with orders, account issues, refunds, and general inquiries.*
- *Provided accurate solutions while maintaining high customer satisfaction and meeting performance metrics.*
- *Promoted to Support Role, guiding and assisting new hires with call handling, systems navigation, and policy understanding.*
- *Served as an Escalation Supervisor, managing complex customer concerns and ensuring proper resolution in line with company policies.*
- *Collaborated with team members and leadership to improve service quality and customer experience.*

Paralegal

YOUNG LAW OFFICE | September 2024 – February 2025

- *Assisted the attorney with daily legal tasks and case management.*
- *Prepared, organized, and reviewed legal documents, correspondence, and case files.*
- *Conducted legal research to support case preparation and legal strategies.*
- *Communicated with clients and gathered necessary documentation and information.*
- *Managed schedules, deadlines, and filings to ensure timely case progress*

REMOTE WORK READINESS

Internet *PLDT Fiber 100 Mbps | Backup: Smart mobile data hotspot*

Power Backup: *Generator*

Equipment: *Personal Computer (Ryzen 5 5500gt) | Noise-cancelling headset | HD webcam*

Availability: *Flexible schedule | Available for US/UK/AU time zones | Open to graveyard shift*

LANGUAGES

English: *B1 Proficient*

Filipino: *Native / Fluent*