



REA JEAN B. ESCARDA

Customer Service Ecommerce VA



PERSONAL DATA

Date of Birth: **November 16,1996**
Country: **Philippines**
Citizenship: **Filipino**
Religion: **Catholic**
Civil Status: **Single**

reajeanescarda6@gmail.com

PHILIPPINES

EDUCATION

Southeastern College of Padada, Inc

Course: Bachelor of Secondary Education English Major

SKILLS

Data entry and online research, basic social media management, customer support via email or chat, and simple graphic design using Canva. These skills are beginner-friendly, in demand, and easy to learn, making them ideal for starting a VA career.

I am open to **Training** opportunities and committed to continuously improving my skills to better support your business needs.

Training

DIGITAL DESK FREELANCING MARKETPLACE

Completed the Digital Desk Freelancing Marketplace VirtualAssistantTrainingaskills-based program that covers in-demand services, including data entry, basic graphic design, basic video editing, product listing, and client communication and development. The training is designed to equip participants with the right mindset and hands-on tools to succeed in the global freelancing market.



Work Experience

Alorica Teleservices INC

Customer Service Representative
November 2021 - November 2025

Providing Good Customer Service both chat and phone support. We place and process customers order to merchant portal and ensure that order will deliver to the customer successfully. We do also manage schedules do cancellations and reimbursements. Process payment and do troubleshooting.

Provincial Capitol of Davao del sur

Office Staff

July 2018-August 2020

As an Office Staff in the Provincial Capitol, I provide administrative and clerical support to ensure smooth office operations. I assist in preparing and organizing documents, handling client inquiries, coordinating meetings, and maintaining records. I also support government programs, manage office supplies, and uphold professionalism, confidentiality, and teamwork in performing assigned duties.

Tools



Certificates

