Jackelyn A. Songahid

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SUMMARY

Administrative Professional and Licensed Professional Teacher with extensive experience providing executive administrative support, customer service, scheduling, CRM management, document preparation, and office coordination. Skilled in managing multiple priorities, improving workflow efficiency, and delivering exceptional client support. Proficient in Microsoft Office, Google Workspace, GoHighLevel, CRM platforms, and modern collaboration tools. Known for strong organizational skills, attention to detail, adaptability, and professionalism.

EDUCATION

Saint Peter's College of Toril, Inc.
Bachelor of Secondary Education
Licensed Professional Teacher (LPT)

EXPERIENCE

Virtual Assistant August 2024 – October 2026
WANNAB Studio LLC

- Managed executive calendars and coordinated appointments.
- Scheduled meetings and maintained organized daily workflows.
- Updated CRM databases and ensured data accuracy.
- Prepared reports, documents, contracts, and correspondence.
- Managed client communications through phone and email.
- Organized digital files and administrative records.
- Assisted with payment tracking and business documentation.
- Supported daily business operations through efficient administrative coordination
- Assisted with recruitment activities and candidate coordination.
- Created, posted, and scheduled content across various social media platforms.

Customer Service Associate March 2023 – July 2024
Teleperformance Philippines

- Delivered high-quality customer support through phone interactions.
- Managed booking modifications and travel arrangements.
- Maintained accurate documentation and customer records.
- Achieved service goals while providing excellent customer experiences.

Customer Service Associate February 2022 – February 2023
VXI Global Holdings

- Assisted customers with technical troubleshooting.
- Resolved billing inquiries and account concerns.
- Maintained detailed documentation.
- Worked collaboratively with internal teams to resolve customer issues.

SKILLS

Administrative Support	Customer Support	Google Workspace	Notion	DocuSign
Executive Assistance	Data Entry	GoHighLevel	ClickUp	Social Media Platforms
Calendar Management	Documentation	Report Preparation	Slack	Attention to Detail
Email Management	Scheduling	Client Communication	Zoom	Confidentiality
CRM Administration	Microsoft Office	Research	PandaDoc	Multitasking
Time Management	Organization	Problem Solving	Stripe	Team Collaboration

REFERENCES

Claire Enopena Timothy
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