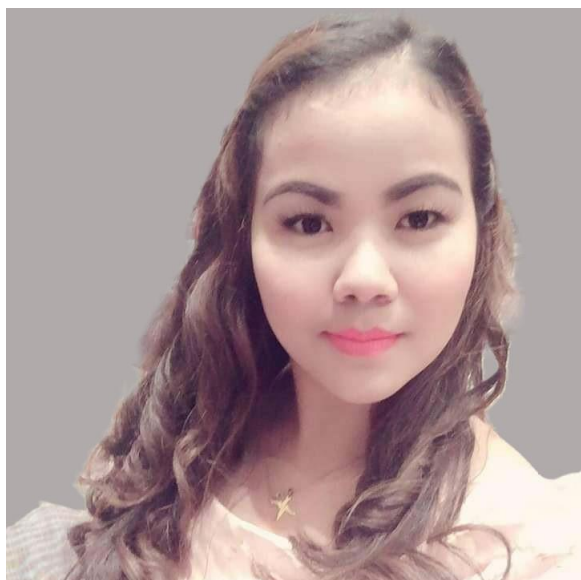




Curriculum Vitae

Edna H. Naño

**General Virtual Assistant
Executive Virtual Assistant
Amazon Virtual Assistant**

"Task by Task", I'm here to lighten your load virtually."

My mission is to be the go-to resource for efficient and effective virtual assistance, serving as a trusted partner to executives, handling complex tasks with precision and confidentiality, and ensuring day-to-day operations run seamlessly, enabling my clients to focus on their core priorities and achieve work-life balance, as well as assisting e-commerce sellers in managing and growing their Amazon businesses by handling various operational tasks, optimizing listings, and enhancing customer satisfaction.

My goal is to establish long-term partnerships with clients, delivering exceptional virtual support tailored to their unique needs, and contributing to their success, becoming indispensable to clients by proactively anticipating their needs, providing executive-level support that drives efficiency and helping them achieve their professional goals, and being the preferred choice for Amazon sellers seeking dedicated virtual assistance, offering tailored solutions that boost their online presence, increase profitability, and establish a competitive edge in the marketplace.



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<https://www.linkedin.com/in/edna-na%C3%B1o-05b5172b7/>

PART TIME

Chantomoo Store

12 months

Amazon Va

- Product Listing
- Product Research
- Create and optimize product listings for comfortable slippers, including writing compelling product titles, descriptions, bullet points and uploading high – quality images and videos to enhance product visibility and appeal.
- Monitor and update product information, prices, and inventory levels as needed.
- Conduct market research to identify trending slippers products, analyze competitor offerings, and explore new product opportunities.
- Identify potential suppliers or manufacturers for sourcing high – quality slippers products.

LIHELEI Jewelry Store

16 months

Order taking Management VA

- Order Processing
- Customer Inquiries and Support
- Inventory Management
- Reporting and Analyzing
- Managing incoming hair accessories orders, ensuring customer satisfaction, and maintaining efficient order processing operations.
- Monitor inventory levels for hair accessories products and communicate with the inventory and warehouse team to restock and replenish as needed.
- Analyze order trends, customer preferences, and feedback to identify opportunities for improvement.

Jerard Ace O'shop (owned online shop)

2021-2023

Owner

- Social media management
- Product Research and listings
- Marketing Management
- Order taking and logistics management
- As a small online shop owner, my primary responsibility is to oversee and manage all aspects of the online store's operation to ensure its success and growth.
- Upload new products to the online store and ensure product information is accurate and up-to-date.

- Monitor product performance, sales trends, and customer feedback to optimize product offerings.
- Develop and execute marketing strategies to drive traffic and sales to the online store.
- Ensure the online store is visually appealing, user-friendly, and optimized for performance.
- Monitor and manage the online store's financial performance, including revenue, expenses, and profitability.

WORK EXPERIENCES

September 2022 – March 2024
Customer Service Representative

PODS



- PODS Moving and Storage Company is a leading provider of portable storage solutions, offering convenient moving and storage options for residential and commercial customers across the country.
- I as a Customer Service Representative at PODS plays a key role in ensuring positive customer experience throughout the moving and storage process. I 'am responsible in assisting customers with inquiries, providing information on our services, processing orders, resolving issues, and addressing any concerns in a professional and timely manner.
- Maintain accurate customer records and documentation in the company's database.

June 2021 – August 2022
Phone Banker 1

Wells Fargo



- Wells Fargo is a multinational financial services company known for its commitment to helping customers succeed financially. As one of the largest banks in the United States, Wells Fargo provides a wide range of banking, lending, investment, and wealth management services to individuals, businesses, and institutions.
- As a Phone Banker 1 at Wells Fargo, I was part of a dynamic team that provides exceptional customer service and support to clients through inbound and outbound calls, engage with customers to understand their financial needs, provide information on banking products and services, resolve inquiries, and offer solutions to meet their financial goals.
- I was able to meet or exceed performance metrics related to call quality, customer satisfaction, and sales targets.

March 2019 – December 2020

Sr. Operations Representative

Capital One



- Capital One is a diversified bank that offers a broad array of financial products and services to individuals, small businesses, and commercial clients. Known for its innovative approach to

banking and commitment to customer service, Capital One is a leading financial institution in the United States.

- As a Senior Operations Representative at Capital One Bank, I was a member of the operations team responsible for supporting various aspects of the bank's operations, including account maintenance, transaction processing, and customer service. We play a critical role in ensuring operational efficiency, accuracy, and compliance with regulatory requirements.
- Provide guidance and training to junior operations representatives as needed.
- Process and review a variety of banking transactions accurately and efficiently.
- Collaborate with cross-functional teams to address operational challenges and drive continuous improvement

February 2021 – June 2021

Customer Service Representative [CVS Pharmacy](#)



- CVS Pharmacy is a leading retail pharmacy chain that provides a wide range of healthcare products and services to customers across the United States. With a focus on health and wellness, CVS Pharmacy is committed to delivering exceptional customer service and convenient access to prescription medications, over-the-counter products, and health information.
- Interact with customers to provide assistance, process transactions, and ensure a positive shopping experience. Plays a key role in helping customers find products, answer inquiries, and promote CVS Pharmacy services to meet their healthcare needs.
- Provide information on prescription medications, over-the-counter products, and health services.

January 2018 – March 2019

Sales and Customer Service Representative [Hotels.com](#)



- Hotels.com is a leading online accommodation booking platform that offers a wide selection of hotels, vacation rentals, and other lodging options worldwide. With a commitment to providing travelers with seamless booking experiences and great deals on accommodations, Hotels.com is a trusted resource for travelers seeking the perfect place to stay.
- Plays a crucial role in assisting customers with booking their accommodations, providing travel recommendations, and delivering exceptional customer service throughout their booking journey. Responsible for driving sales, resolving customer inquiries, and ensuring customer satisfaction.
- I was able to meet or exceed sales targets and customer satisfaction metrics.

January 2016 – May 2017

Marketing Assistant [Scanwell Graphics Corporation](#)



- Scanwell Graphics Corporation is a leading digital printing company specializing in high-quality, on-demand printing services for businesses, organizations, and individuals. With state-of-the-art digital printing technology and a dedicated team of printing professionals, delivering exceptional printed materials that meet the unique needs and requirements of their clients.
- Assist in the development and execution of marketing campaigns across various channels, including digital, print, and social media.
- Conduct market research to identify trends, customer preferences, and competitive landscape.

- Assist in managing social media accounts and engaging with followers to build brand presence and drive engagement.
- Assist in the maintenance of the company website and online listings to ensure accurate and up-to-date information.

March 2013 – March 2015

Administrative assistant/Receptionist [Fortune Packaging Corporation](#)



- Plays a key role in providing administrative support to ensure the smooth operation of the office and assist with various tasks to help the organization run efficiently. Work closely with different departments and team members to assist in daily administrative tasks and contribute to the overall success of the company.

EDUCATION AND TRAINING

Education

Dr. Filemon C. Aguilar Memorial College of Las Pinas
BSBA Major in Financial Management
2010-2012



- Scholarship Program by the City Mayor for those who passes the entrance exam.

SKILLS AND TRAINING

- | | |
|-----------------------------|------|
| ● Google 101 training | 2021 |
| ● Microsoft Excel Training | 2021 |
| ● Microsoft Powerpoint | 2021 |
| ● Marketing | 2021 |
| ● Email Management | 2021 |
| ● Calendar Management | 2022 |
| ● Customer Service | 2022 |
| ● Invoicing | 2022 |
| ● Product Listing Training | 2022 |
| ● Product Research Training | 2022 |
| ● Appointment Setting | 2022 |
| ● Microsoft 365 Training | 2022 |
| ● Basic IT Knowledge | 2022 |
| ● Time Management | 2022 |
| ● Writing and Typing | 2022 |
| ● Communications | 2022 |

- Administrative skills Training
- Online Arbitrage Training

2022
2022



REFERENCES

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