



# ROWENA GUERRERO CASUMPANG

Virtual Assistant

## CONTACTS

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## EDUCATION

### BACHELOR OF SCIENCE IN COMMERCE MAJOR IN MARKETING

2004

University of San Agustin General  
Luna St. Iloilo City

### SAINT JOSEPH SCHOOL

1996

San Miguel, Jordan, Guimaras 5045

## AWARDS

### EMPLOYEE OF THE QUARTER

- July- September 2016

Al Nasser Sports - kuwait

### EMPLOYEE OF THE MONTH

- December 2005

Eastridge Golf Club, Inc.

## TRAININGS

### REAL ESTATE VA COURSE

- December 2019

Eden Virtual Services- Online training

### SELLINGS SKILLS COURSE

- February 2015

Retail Academy, Hawally Kuwait

## PERSONAL PROFILE

A goal oriented virtual assistant who will always provide her client with a top quality service that meets their needs and expectations. Ability to communicate with clients providing exceptional service that ensure client retention and positive feedback. Proven ability to increase sales through dedication on the task that drive profitability.

## SKILLS AND ABILITIES

Good communication and time-management skills  
Customer service oriented  
Ability to work under pressure  
Very eager to learn  
Knowledge in Computer software application

## WORK EXPERIENCE

### SALES ASSOCIATE

*Al Nasser Sports Center* July 2014- July 2017

*Egaila Showroom, Awtad Mall Kuwait*

- Responsible for actively promoting and selling the company's products to a wide range of customers in a very competitive market place.
- Greeting customers in a professional manner and listening to their needs.
- Prepare and display new items for walls and hanging areas.
- Prepare reports of monthly target for Manager and Department Supervisor.

### RECEPTIONIST/ REGISTRATION CASHIER

*Eastridge Golf club, inc.* February 2006- October 2010

*Brgy. Bilibiran, Binangonan Rizal*

- Created a professional, welcoming atmosphere for customer and staff
- Answer incoming calls, make reservations as needed
- Performed administrative and clerical tasks
- Assist customers by providing information and resolving their complaints.
- Accept and collect payments and submit sales

### HANDICAPPING CLERK

*Eastridge Golf Club, Inc.* February 2004- February 2006

*Brgy. Bilibiran, Binangonan, Rizal*

- Encode and export scores of players
- Upload handicap updates and import files for filing and posting
- Submit monthly report to the concerned officers