



# Edelinda Jaurigue

Operations Manager / Freelance

## HERE'S MY STORY:

I am a detailed and thorough professional with over 10 years of managerial experience – and recently in a “virtual office” environment. I specialize in delivering quality services with respect for strict deadlines and high expectations. I am a strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. I can bring value to your business.

I have recently moved to being a virtual administrative assistant with a focus on Social Media Management.

I'm hardworking, diligent, and dedicated—all qualities I put forward in everything I do.

## EXPERIENCE

### General Virtual Assistant

**FILIPINO VIRTUAL ASSISTANCE**  
OCTOBER 4- PRESENT

- Finished the course focused on data entry, transcription
- Social media management - tracking, evaluation, & monitoring and promoting & advertising.
- Simple website creation, design and optimization
- Content writing and content marketing
- Search Engine Optimization and site analysis
- Lead generation

### BPO/ Call Center

**TASKUS**  
AUGUST 2018 - FEBRUARY 2019

- Helped launch a site in La Union, Philippines
- Ensured that financial, metric and associate satisfactions are met
- Regularly conducted TL hiring and on boarding

**SITEL PHILIPPINES**  
MAY 2009 - AUGUST 2018

- Managed first-line supervisors that are responsible for managing day-to-day operations of a team of representatives handling customer inquiries and issues
- Conducted regular supervisor team meetings
- Provided training and development opportunities for supervisory team
- Ensured that financial, metric and associate satisfactions are met.
- Regularly spearheaded site activities for teammates and other support
- in charged of incentive programs for teams as requested by the Director of Operations.

## EDUCATIONAL AND CREDENTIAL

**Filipino Virtual Assistance**  
**Philippines**

CERTIFICATE IN GENERAL VIRTUAL ASSISTANCE COURSE

**Pines City Colleges**  
**Baguio City Philippines**

BACHELOR OF SCIENCE IN PHYSICAL THERAPY

## SKILLS

Basic Admin Skills, data entry, transcription  
Social Media Management, Content planning  
Financial Management skills  
Performance Management Skills  
Client Relationship Skills  
People Management Skills  
Leadership and Developmental Skills

## LET'S CONNECT:

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## REFERENCES:

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