



EMIELIZA MARIANO

Virtual Assistant

CONTACT ME

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📍 Bulacan, Philippines

EDUCATION

Business Administration Major in
Human Resources Management

Marian College

2011 - 2015

SKILLS

- Microsoft Office Programs
- Visual Design - Canva
- Email Management
- Professional Writing
- Customer Service
- Salesforce
- Video Conferencing
- Task Prioritization
- Multitasking
- Attention to Detail
- Adaptability
- Accountability

ABOUT ME

- Highly motivated and detail-oriented professional with exceptional problem-solving skills.
- Possess strong communication and interpersonal abilities.
- A quick learner, adaptable to new environments and challenges.
- Proven ability to manage multiple tasks efficiently and meet deadlines.
- Committed to continuous learning and professional development.
- Dedicated to delivering high-quality results, as success is ultimately shared.

WORK EXPERIENCE

Digital Customer Service

2017-2025

Vistaprint

Handling phones, chats, emails.

We provide comprehensive customer support by assisting them in monitoring the status of their orders and offering guidance on designing printing materials such as business cards, invitations, banners, and more.

In the year 2024, I was fortunate enough to secure an internship as a real-time analyst, which provided me with invaluable hands-on experience over a period of six months. During this time, I honed my skills in attention to detail, ensuring the accuracy of data, effectively prioritizing tasks based on deadlines, and improving my ability to multitask efficiently. This experience not only enhanced my professional development but also equipped me with the necessary skills to excel in a fast-paced and demanding work environment

Internship Program: Employee Relations, Year 2019

During my internship in Employee Relations in 2019, I engaged in various administrative tasks, including drafting regularization contracts, documenting coaching sessions, and implementing disciplinary actions for employees. My primary responsibility was to serve as a liaison between employees and management, fostering an environment of open, transparent, and effective communication. Additionally, I organized activities and programs aimed at enhancing employee morale, motivation, and overall job satisfaction.

Customer Service

2015-2017

Startek Philippines Inc.,

Managing phone contacts in the telecommunications industry in Canada.

Sales Coordinator

2014 - 2015

New Hope Philippines Inc.,

Preparing and managing sales documents (quotes, contracts, invoices)

Managing order processing and tracking shipments or deliveries

Ensuring the sales team has the necessary materials (product samples, brochures)