



ROVIEJEAN OROPESA



Contact



Pagadian City, Philippines



+639524426356



roviejeanoropesa@gmail.com



Skills

Project Management



Problem Solving



Creativity



Leadership



About Me

I am a hardworking and reliable Virtual Assistant with experience in online selling since 2018. I have handled customer inquiries, order processing, inventory updates, and daily communication with customers. I recently completed training in Chat Support and Truck Dispatching, and I am willing to learn new skills and provide quality support to clients.



Education

Bachelor of Science in Social work

2010-2012

Western Mindanao State University



Work Experience

Online Seller

2018-2026 (Owner)

- Managed customer inquiries through chat and provided excellent customer service.
- Processed customer orders and tracked deliveries.
- Maintained inventory and updated product listings.
- Resolved customer concerns, returns, and order issues.
- Managed daily sales records using Microsoft Excel and Google Sheets.

Training & Certifications

Chat Support Agent Training

Completed – 2026

- Live Chat Support
- Email Support
- Customer Service
- **Tools: HubSpot CRM, Gmail, Google Workspace**

Truck Dispatcher Virtual Assistant

Training Completed - 2026

- **Tools: DAT Load Board, Google Maps, Microsoft Excel, Google Sheets**