



MARINELL DE GUIA

VIRTUAL ASSISTANT

 Tanza, Cavite

 +639288399803

 mdeguia.vra@gmail.com

EXPERIENCE

Digital Marketing Virtual Assistant

Outsourced Doers | Jul 2024 - Jul 2025

- Built optimized landing pages with automated workflows and email sequences to nurture leads.
- Oversaw and optimized social media accounts for multiple clients across various platforms.
- Developed engaging social media content and graphics to boost brand presence.
- Created and drafted engaging and educational blog/article content.
- Performed keyword research and conducted basic SEO audits on websites for improvement.

Quality Analyst

SP Madrid and Associates | Mar 2024 - Jul 2024

- Gathered, analyzed, and extracted customer data to track performance and ensure company targets were met.
- Reviewed recorded calls to verify compliance with guidelines and improve agent performance.
- Coordinated with leaders on action plans and provided daily reports on account status and progress.

EDUCATION

Bachelor of Science in Business
Administration | Marketing Management
Access Computer College | 2015-2019

SKILLS

Basic Graphic Design

Social Media & Website Management

SEO Fundamentals

Marketing Funnel Development

Customer Service

Data Analysis & Insights

Calendar & Email Management

REFERENCE

Mark Julius G. Acuzar

Team Lead | Outsourced Doers

mark.acuzar@outsourceddoers.com



MARINELL DE GUIA

VIRTUAL ASSISTANT

 Tanza, Cavite

 +639288399803

 mdegua.vra@gmail.com

EXPERIENCE

Customer Service Representative II

Concentrix | Aug 2019 - Jan 2024

- Handled inbound calls for first-call resolution and made outbound calls or emails to address customers' order issues.
- Reached out to fulfillment centers, vendors, and suppliers for backend order issues.
- Scheduled return pickups with partnered carriers.
- Provided basic technical support for online platform errors.