



# Jalyn W. Memita

## General Virtual Assistant



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Cavite, Philippines

## Summary About Me

A highly talented, detailed oriented Virtual Assistant and Customer Service advocate with experience providing exceptional support and ensuring projects are completed on time. Offering exceptional organizational/administrative skills combined with ensuring 100% customer satisfaction.

## Experience

### BUYER PLANNER MARCH 2022 - PRESENT

BDA - Merchandise Agency, providing promotional marketing and customized eCommerce solutions

1. Negotiate costs from the suppliers.
2. Solicits quotes from Suppliers and work with Merchandisers to ensure BOM is correct.

### CATALOG SPECIALIST JULY 2020 - MARCH 2022

INGRAM MICRO - Delivers a full spectrum of global technology and supply chain services.

1. Monitoring all pricing changes and conditions per vendor specific requirements
2. Master Data Management - create, delete, and maintain accurate and timely product SKU attribute information within Ingram Micro's computer system

### SUPPLY CHAIN FEBRUARY 2018 - MARCH 2020

HYPERHOME CORPORATION - Management Services business.

1. Work with procurement managers and buyers in creating purchase order and stock transfer order using SAP.
2. Prepare reports concerning supply chain operations

### CUSTOMER SUPPORT MAY 2015 - MARCH 2017

UBER - Transportation company with an app that allows passengers to hail a ride and drivers to charge fares and get paid.

1. Handles the partner-drivers concerns and queries
2. Triage issues and escalate them when necessary.

## Skill Expertise

I have a well-rounded skill set in mail

1. management and honed talents in data entry and purchasing.
2. Engaging communicator with a proven track record in resolving customer complaints.
3. Acquainted with advanced virtual tools that help to improve productivity and efficiency such as MS Office, Google Sheet, SAP, etc.
4. Time Management Skills.
5. Well-organized to balance productivity with accuracy.

## Education

MARCH 2015

St. Dominic College of Asia  
Business Administration  
Cavite, Philippines

## Trainings Attended

UDEMY

Must-Have Skills (Training) for Virtual Assistants in 2022