ANALYN E. SEFUENTES, LPT

Customer Support Specialist | Appointment Setter | Executive Virtual Assistant | Data & Research Specialist

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PROFESSIONAL SUMMARY

Versatile and results-driven professional with over 5 years of experience spanning customer support, executive assistance, digital marketing, and data management. Proven ability to handle high-volume communication, streamline administrative processes, and deliver measurable results in both e-commerce and corporate environments. Adept at working independently in remote settings with a strong commitment to accuracy, confidentiality, and client satisfaction. Licensed Professional Teacher with a solid foundation in communication, research, and organizational management.

PROFESSIONAL EXPERIENCE

Data Entry & Research Specialist · *US-Based Financial Company (Gig)* January 2026 – February 2026

- Accurately enter, update, and maintain large volumes of data across internal systems and spreadsheets
- Verify information for accuracy and completeness to uphold the highest data integrity standards
- Clean and organize lead and client records while ensuring data confidentiality at all times

Executive Virtual Assistant · *US-Based E-Commerce Company* October 2024 – October 2025

- Managed social media comments and direct messages, maintaining a responsive and professional brand presence
- Maintained content calendar and created engaging posts and visual designs using Canva
- Conducted B2B outreach and prospecting, coordinating appointment scheduling for the sales pipeline
- Handled influencer outreach and campaign tracking to support digital marketing initiatives

Email Customer Service Representative · *Temu.com (E-Commerce)* April 2022 – October 2025

- Resolved customer inquiries across pre-sales, post-sales, promotions, logistics, and payment issues via email
- Managed unauthorized charge disputes and account access concerns with professionalism and efficiency
- Supported client and B2B communications, consistently maintaining high customer satisfaction scores

Customer Service Representative · *Walmart (E-Commerce)* September 2021 – March 2022

- Handled inbound customer calls, addressing inquiries and resolving issues related to orders, shipping, and returns
- Delivered consistent service quality in a fast-paced, high-volume call center environment

Digital Marketing Specialist · *PH-Based Food & Beverages Distributor* January 2019 – July 2021

- Developed and executed content creation strategies for digital and field marketing campaigns
- Managed social media engagement by responding to DMs and comments, and forwarding qualified leads
- Handled B2B communications and supported partnership development initiatives

CORE SKILLS

Data Entry & Management	Email & Customer Support	Appointment Setting	Executive Assistance
Content Creation	Calendar Management	B2B Outreach	Social Media Management

EDUCATION

Bachelor of Secondary Education, Major in Biological Science 2015 – 2019

Davao Oriental State College of Science and Technology · Banaybanay, Davao Oriental, Philippines

Relevant Coursework: Communication Skills, Customer Service Management, Data Management, Documentation, Research Methods, Office Administration, Graphic Design