



CHARMAINE MAE CAMPECINO

FB Ads Specialist/ Data Entry/ Social
Media Moderator / Customer Service

PERSONAL BACKGROUND

I am an FB Ads Specialist experienced in running campaigns for an online shop for brand awareness and analyzing campaigns data. Also for a Virtual Assistance page offering VA courses. I'm also an experienced Social Media Moderator, Data Entry (eCommerce), and Customer Service Representative for 6 years.

ACHIEVEMENTS

- gained 7,000 reached in 24 hours after campaign was approved and running
- Helped online shop for brand awareness
- Trained and graduated for Accenture leadership program
- became a floor support where I did Adhoc leadership tasks
- Trained for Accenture Delivery Services for Future Supervisor
- Top 1 agent (overall) and Top 4 agent for our team

GET IN TOUCH WITH ME

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WORK EXPERIENCE

eCommerce

Freelance | September 2020- Present

- Helped with data entry for an eCommerce shop (Shopify) where I input and edit description of products, put weight, create duplicate for each single packet variant to create multiple packets for the single variant
- Helped with order fulfillment for a client where I used Shipwire as a tool to submit our orders to warehouse and fulfill them manually on Shopify
- Helped with simple product listing as well

Facebook Ads Marketing

Freelance | October 2020- Present

- Helped run a campaign for a Virtual Assistance group offering VA courses that focuses on South Luzon, Philippines
- Helped run Facebook Ads Marketing for an online shop running a campaign for brand awareness

Google Ads Marketing

Freelance | October 2020

- Helped the brand run a campaign to generate more leads that will increase their sales
- focus on lead conversion to increase CPA

Social Media Moderator

VA Bootcamp | June 2020

- Helped the brand achieve a strong social media presence by handling day-to-day inquiries
- Assisted in approving membership requests
- created graphics to post for our "Motivational Monday" using canva

Business Process Delivery Associate

Accenture Inc. | April 2016 - June 2020

- I'm one of the customer services associates.
- In 2017 I was trained for the Accenture Delivery Skills for Future Supervisor.
- I became one of our Team's Floor Walker (support) where I do reports and presentations for our Operational Excellence board.
- I've been part of the customer sales and retention team for a utilities account.

Customer Service Representative

Teletech | April 2014 - April 2016

- I'm one of the customer services associates who supported an Australian telecommunication company in providing customer and technical assistance.
- I do a little of Technical Support for mobiles as well, both prepaid and postpaid support.

Customer Service Representative

Convergys | June 2013 - September 2013

- I'm one of the Customer Service Support for a telecommunications account supporting postpaid customers about their plans, bills, and upgrades.

PREVIOUS EDUCATION

University of San Carlos

Bachelor of Education in Special Education

June 2009- March 2012, Cebu City

In June 2007 – April 2009 I enrolled in a Bachelor of Science in Accountancy and Psychology at the same school. I transferred course June 2009 as I felt that becoming a teacher is my calling.

Saint James Academy

Class Valedictorian, graduated in 2007

- SJA Queen
- Classroom President
- Volleyball Player
- Oratorical and Declamation Representative