



Marlen Garcia

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👤 PROFILE

Results-oriented Virtual Assistant offering a blend of strategic thinking and operational excellence. Proven success in expanding client base and driving business growth by delivering exceptional virtual assistance and email support. Helped service-based business owners manage their most important assets: time, money and information.

📁 PROFESSIONAL EXPERIENCE

Kenny Johnson University [🔗](#) 10/2022 – 06/2024
Credit Repair Virtual Assistant Remote, Canada

- *Drafted dispute letters and customized letters to credit bureaus and collection companies*
- *Improved operational efficiency by 30% through streamlined workflows.*
- *Provided exceptional customer service by assisting monthly subscribers, promptly addressing their credit-related inquiries with clear and helpful email responses*
- *Grew client base from 30 to 300 during my tenure*
- *Successfully managed daily tasks and supported our virtual assistant team.*

Cornvinus Trading Ltd [🔗](#) 03/2023 – 08/2023
Web Designer Remote - Malta

- *Restored and designed PBN websites on a per-project basis tailored to client needs and guidelines.*
- *Applied basic SEO and backlinking using Ahrefs and Yoast SEO.*

Beauty Trend Center [🔗](#) 02/2022 – 10/2023
SMM and Shopify Designer Remote - Makati City

- *Boosted brand visibility through social media and website*
- *Revamped current Shopify website to improve branding and user experience*
- *Enhanced brand awareness with targeted content.*

SITEL - Tarlac 06/2021 – 11/2021
Technical Support Representative (IPG Account) Tarlac, Philippines

- *Delivered outstanding technical support with high first-call resolution rates.*
- *Cultivated strong customer relationships for increased satisfaction and loyalty.*

SITEL - Tarlac 09/2020 – 01/2021
Customer Service Representative (US Telco) Tarlac, Philippines

- *Efficiently handled customer calls on processing payments and resolving inquiries*
- *Demonstrated product expertise by recommending suitable product and plans*

SKILLS

Virtual Assistance

- Email and administrative support
- Workflow and task management
- Client relationship management
- Scheduling and time management
- Team support and coordination
- Social media management
- Customer service and dispute resolution

Technical Skills

- Web design (WordPress, Shopify)
- Basic SEO
- Website Restoration and Maintenance
- Technical Support
- Shopify Theme Customization

Credit Repair

- Credit Report Review and Analysis
- Knowledge on Credit Laws (FCRA, FDCPA, CFPA, CROA, and Canadian Consumer Laws)
- Factual Credit Dispute
- Dispute Letter Drafting
- Credit Monitoring

TOOLS I AM PROFICIENT AT

Virtual Assistance (Microsoft Office 365, Google Suite, Trello, Hubspot, Credit Repair Cloud, Zoom, Skype, Whereby, Jitsi Meet, Convertkit, Openphone, Microsoft Teams, Calendly, TidyCal, Clockify, Timecamp, Appluye, Traqq, Mailchimp, Bonsai CRM, Indy, Adobe Acrobat, Loom, ChatGPT, Gemini, Claude, Lastpass, Bitwarden, Proton VPN, Surfshark, PureVPN, Airtable, Notion, Grammarly, Hemingway App)

Web, Design, and Video (Capcut, Hitfilm Express, Canva, Adobe Photoshop, Affinity Suite, Wordpress, Shopify, Elementor, Figma, Lunacy, Hostinger, Bluehost, Yoast SEO, ScreamingFrog SEO Spider, Ahrefs, RankMath SEO, Google Data Analytics)

EDUCATION

Associate Degree of Information Technology STI College - Fairview	2014 – 2016 Quezon City, Philippines
BS Biology - Undergraduate University of the East - Manila	2012 – 2013 Manila, Philippines
Secondary - High School Don Alejandro Roces Sr. Sci-Tech High School	2008 – 2012 Quezon City, Philippines

REFERENCES

Mariane Pacheco, Appointment Setter, Kenny Johnson University
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Thalia Martin, Social Media Manager, Kenny Johnson University
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