



SHANNEN MAY G. JOAQUIN

E-Learning Educator | Customer Service & Administrative Professional

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PROFESSIONAL SUMMARY

Proactive and tech-savvy **E-Learning Educator** and **Customer Service Professional** with extensive experience in virtual instruction, student engagement, and client relations. Skilled in using Google Classroom, Microsoft Teams, HubSpot, and CRM systems to deliver engaging lessons, manage customer inquiries, and optimize workflows. Adept at developing digital content, analyzing performance data, and fostering positive learner and customer experiences. Passionate about providing quality online education and exceptional service to drive satisfaction and success.

CORE COMPETENCIES

EDUCATION & E-LEARNING

- Curriculum Design & Lesson Planning
- Virtual Classroom Management (Google Classroom, Microsoft Teams)
- Learning Management Systems (LMS)
- Student Engagement & Performance Analytics
- Interactive Content Creation (Canva, Filmora, CapCut)

CUSTOMER SERVICE & COMMUNICATION

- Customer Relationship Management (HubSpot, Zoho CRM, Salesforce)
- Conflict Resolution & Issue Escalation
- Client Retention & Satisfaction
- Knowledge Base Documentation
- QA & Performance Metrics

DIGITAL ADMINISTRATION & PRODUCTIVITY

- Data Entry & File Management (Google Drive, Dropbox)
- Workflow Automation (Zapier, Notion)
- Project & Time Management (Asana, ClickUp, Hubstaff)
- Process Documentation & Reporting
- Collaboration Tools (Slack, Zoom, Google Workspace)

PROFESSIONAL HIGHLIGHTS

- Increased student engagement by 30% through interactive online lessons, multimedia integration, and personalized learning strategies.
- Achieved and maintained a 95% customer satisfaction rate by efficiently resolving customer concerns and improving service reliability.
- Streamlined administrative workflows using HubSpot, Google Workspace, and Notion, improving team productivity by 20%.

PROFESSIONAL EXPERIENCE

August 2025 – Present

**ADMINISTRATIVE ASSISTANT |
ALIGNER | UPWORK | ONLINE JOBS PH**

- Delivered end-to-end administrative support including data entry, scheduling, and email management across multiple client accounts.
- Streamlined workflows using HubSpot, Google Workspace, and Notion to enhance organization and reduce turnaround time.

- Coordinated meetings, timelines, and reports to ensure efficient task execution and on-time deliverables.
- Maintained databases, invoices, and performance reports using CRM and spreadsheet tools.
- Supported content, research, and project management tasks to improve productivity and team collaboration.

**July 2017 –
April 2022**

**E-LEARNING EDUCATOR
MT. MORIAH CHRISTIAN ACADEMY**

- Delivered interactive English lessons via Microsoft Teams and Google Classroom, enhancing virtual learning engagement and outcomes.
- Designed and uploaded lesson plans, quizzes, and visual learning materials aligned with curriculum standards using Canva and Filmora.
- Monitored student progress using LMS analytics and conducted data-driven performance evaluations.
- Facilitated virtual discussions, group projects, and advisory sessions to boost participation and motivation.
- Maintained accurate digital records of attendance, grades, and parent communications.

**October –
December 2016**

**CUSTOMER SERVICE REPRESENTATIVE
TELEPERFORMANCE | AT&T (CRICKET TELECOMMUNICATIONS)**

- Resolved an average of 60+ customer inquiries daily, achieving a 95% first-contact resolution rate.
- Processed account activations, billing adjustments, and service upgrades with 100% CRM data accuracy.
- Promoted wireless plans and add-ons, driving a 15% increase in monthly sales conversions.
- Diagnosed and resolved network and device issues, maintaining top-tier customer satisfaction and QA compliance..

EDUCATION

**June 2012 –
April 2016**

BACHELOR OF SECONDARY EDUCATION – MAJOR IN ENGLISH

Polytechnic University of the Philippines
Awarded as Best in Educational Research

TRAININGS, CERTIFICATIONS & LICENSES

- Licensed Professional Teacher (2016–2027)
- National Certificate II – Contact Center Services (TESDA, 2016)
- Administrative Assistant Training – Alison (2025)
- Graphic Design Essentials – Canva (2025)
- Building Automated Forms with MS Words and MS Excel (DICT, 2024)
- The Fastest Path to Your First Online Customers in 5 Days or less (Jay Jazmines, 2025)
- Introduction to Bookkeeping (TESDA, 2025)
- Discover the Proven 3-Week Formula to Start Earning as a High-Paid Online Bookkeeper (Virtual Bookkeeper Pro, 2025)
- Funnel, Go Highlevel and Graphic Design Trainings (Little Light Media, (2025)

TOOLS & TECHNOLOGY

- **Learning & Collaboration:** Google Classroom, Microsoft Teams, Zoom, Google Workspace
- **Customer Service & CRM:** HubSpot, Zoho, Salesforce
- **Project & Time Management:** Asana, Trello, ClickUp, Time Doctor, Hubstaff
- **Design & Multimedia:** Canva, CapCut, Filmora
- **Automation & Analytics:** Notion, Zapier
- **File Management:** Google Drive, Dropbox, OneDrive