



JENAICA MAE CUERPO

Virtual Assistant / Freelancer

Phone

+639619548393

Email

jenaicamaecuerpo@gmail.com

Address

Philippines 9500

About Me

I'm a passionate and goal-driven Chatter, Account Manager, and Social Media Manager with years of experience in building online communities, managing multiple client accounts, and creating meaningful digital engagement. I specialize in keeping conversations lively, authentic, and on-brand – whether through Discord, Twitter, or other social platforms.

With a strong background in customer service, content moderation, and social media management, I take pride in helping brands grow their presence, strengthen relationships, and deliver exceptional client experiences. I'm always eager to learn new strategies, explore trends, and collaborate with dynamic teams to achieve impactful results.

Skills

- ACCOUNT MANAGEMENT
- CUSTOMER SERVICE AND CLIENT SUPPORT
- SOCIAL MEDIA MANAGEMENT (INSTAGRAM, TWITTER, DISCORD)
- COMMUNITY MODERATION AND ENGAGEMENT
- REAL-TIME CHAT AND COMMUNICATION
- MICROSOFT OFFICE (WORD, EXCEL, POWERPOINT)
- GOOGLE WORKSPACE (DOCS, SHEETS, DRIVE, GMAIL)
- CANVA (CONTENT DESIGN AND CREATION)
- DISCORD SERVER MANAGEMENT
- CROSS-PLATFORM COLLABORATION AND COORDINATION
- TIME MANAGEMENT AND MULTITASKING
- PROBLEM SOLVING AND CONFLICT RESOLUTION
- CREATING ENGAGING CONVERSATIONS AND CONTENT
- MAINTAINING A POSITIVE AND FRIENDLY ONLINE ATMOSPHERE

Languages

English - Filipino

Experience

DISCORD

2020 - 2022

Manager, Chatter, Shiller

Experienced in managing and growing Discord communities by organizing activities, fostering engagement, and maintaining a positive atmosphere. Proficient in promoting projects, brands, and NFTs across Discord and various social media platforms while initiating meaningful conversations, addressing inquiries, and ensuring active and friendly community interactions.

Onlyfans

2022 - 2023

Chatter, Account Manager

Engaged with subscribers in real time to build strong relationships and improve retention while managing multiple accounts with consistent brand voice and timely communication. Developed effective conversation strategies to boost engagement and upselling opportunities, maintaining professionalism, discretion, and confidentiality when handling high-profile accounts.

Customer Service

2023 - 2024

Non-voice

Provided excellent non-voice customer service through chat and email support, assisting clients with inquiries, troubleshooting issues, and ensuring timely and accurate resolutions. Maintained a professional and empathetic tone while handling multiple conversations simultaneously, ensuring customer satisfaction and adherence to company policies. Consistently met performance targets for response time, quality, and client feedback.

Social Media Manager

2023 - 2025

Twitter and Instagram

Managed daily posting on Twitter and Instagram to maintain consistent brand presence and boost audience engagement. Created trend-aligned content, interacted actively with followers, and monitored analytics to optimize performance. Focused on increasing reach, engagement, and follower growth through consistent posting, timely responses, and strategic campaign planning.

Education

STI COLLEGE

Bachelor of Science in Tourism Management