

# Roselle Joy B. Causing



*Web Designer | WordPress Specialist | Bookkeeper | Virtual Assistant*

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## Professional Experience

### Web Designer & WordPress Specialist

*Causing Designs | 2020 – Present*

- Developed websites using WordPress, Divi, Elementor, and Shoptimizer.
- Customized layouts to enhance user experience and align with client needs.
- Handled WP-CLI automation, Web Hosting navigation, Email setup for websites, and DNS/domain tasks.
- Boosted performance and user experience through optimization.
- Provided technical support, ensuring site reliability and speed.

### Executive Virtual Assistant

*Jay Simone Boutique | 2017 – Present*

- Managed WooCommerce updates, product uploads, and variations.
- Maintained homepage banners reflecting current sales and promotions.
- Tracked transactions using WAVE for reporting and finance.
- Monitored affiliate referrals and contributed to campaign strategies.

## **Customer Service Agent**

*Convergys Bacolod | 2021 – 2022*

- Resolved customer concerns via email with professionalism and empathy.
- Maintained high service quality and customer satisfaction.
- Provided quick, clear, and courteous responses to inquiries.

## **General Virtual Assistant**

*Modern Talent Agency | 2019 – 2020*

- Managed onboarding paperwork, EINs, and compliance tracking.
- Handled supplier portals and third-party booking systems.
- Coordinated interviews, meetings, and admin follow-ups.

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## **Core Skills & Tools**

### **Web Tools & Development:**

WordPress, WooCommerce, Divi, Elementor, Shoptimizer, CSS, HTML, WP-CLI

### **Hosting & Domain:**

Cloudways, Kinsta, Hostinger, Domain Setup, DNS Management

### **Soft Skills:**

Customer Service, Tech Support, Time Management, Problem Solving, Remote Communication