

JISELLE MAE CEDEÑO

FREIGHT VIRTUAL ASSISTANT

Administrative and Logistics Support professional with experience in e-commerce order processing, shipment tracking, and customer service. Completed specialized training in freight brokerage and truck dispatching, with hands-on exposure to simulated freight scenarios. Skilled in client communication, data entry, record management, and handling time-sensitive concerns. Detail-oriented, adaptable, and eager to apply transferable logistics skills in the freight industry.

CONTACT

jmc.freelance.va@gmail.com

+639771671544

Casuntingan, Mandaue City

Key Skills

- Load Tracking & Scheduling (trained)
- Quoting & Rate Negotiation (trained)
- Carrier & Shipper Communication (trained)
- TMS Navigation & Data Entry
- Load Boards Research & Posting
- Freight Class Calculation
- Customer Support & Conflict Resolution
- Problem-Solving & Multitasking

EDUCATION

Cebu Normal University

Bachelor of Science in Secondary Education major in Social Sciences

- Honors: Deans List (2013-2016)

WORK EXPERIENCE

Virtual Assistant

Ecommerce/Dropshipping 2020-2026

- Processed customer orders and supported daily e-commerce operations.
- Coordinated with 3PL agents regarding order fulfillment and shipment concerns.
- Tracked parcels and monitored delivery status.
- Handled customer inquiries about orders, shipping updates, and delivery issues.
- Provided timely updates and assisted in resolving order-related concerns.

Virtual Assistant / Team Lead

The Global Objectives 2022-2023

- Managed administrative tasks and coordinated daily project activities.
- Communicated with clients and team members regarding project updates and deadlines.
- Organized records, trackers, and project documentation.
- Monitored deliverables and followed up on pending tasks.
- Assisted in training and supporting new team members.

Customer Service Representative

Dyninno 2017-2023

- Handled inbound customer inquiries and provided assistance with travel arrangements.
- Researched flight options using Global Distribution Systems (GDS).
- Assisted customers with flight reservations and hotel accommodations.
- Communicated with customers regarding travel plans, changes, and concerns.
- Resolved customer issues while handling time-sensitive requests.

ADDITIONAL INFORMATION

Tools: TMS Platforms, Load Boards, Freight Class Calculator, Google Workspace, MS Office
Familiarity with industry terms: LTL, FTL, Intermodal, Drayage, HOS, BOL, Rate Sheets
Availability: Full-time / Remote

RELEVANT TRAINING

Freight Courses 101 – 3 - Day Freight VA Challenge

- Learned fundamentals of freight brokerage, dispatching, quoting, and rate negotiations.
- Gained hands-on practice with TMS platforms, load boards, and freight class calculators.
- Trained in carrier lane specialization, broker-carrier agreements, and track & trace.