

Candidate 1

WORK EXPERIENCE:

- **COLDWELL REALTY – November 2021 to June 2024**

Coldwell Realty is a real estate brokerage firm that provides a wide range of services related to buying and selling of residential and commercial properties.

Executive Virtual Assistant to Seamoune Maddan (Real Estate and Construction)

- Schedule/Calendar Management – Schedules appointments, coordinates meetings and managing/organizing multiple calendars for the business owner and all employees. (Google and Outlook)
 - Managing emails and communications – Manages email correspondence, drafting and sending emails/marketing emails. Answering phone calls and messages via VoIP.
 - Providing administrative support – manages confidential files and documents, organizes list of clients, gathering data of prospects/business partners.
 - Project Management - Coordinating resources/suppliers and managing timelines, resulting in the seamless execution and completion of multiple high-impact projects.
 - Social Media Management – Creates and edits engaging content and ads on social media platforms such as Facebook, Instagram, Twitter, LinkedIn, and Next Door. Monitors and responds to comments and messages in a timely and professional manner. Also manages Youtube Channel and websites.
 - Graphic designing and video editing – Creates engaging banners, flyers and ads. Edit appealing videos that align with the branding. Adds captions, text overlays, and other visual elements to enhance images and videos.
 - Data entry in QuickBooks Online.
 - Tools used: Canva, Asana, Outlook, Google workspace, MS Office, Wix, OneTrace,
- **ULTIMATE DUMPSTERS LLC – June 2018 to August 2021**
A dumpster broker company that caters to waste management i.e., construction, demolition, general house cleanouts. Also cater to events and parties by providing portable toilet rentals.

General Virtual Assistant / Customer Service Supervisor

- Email management - Handles and resolves email concerns from customers and partnervendors for an average of 50-70 emails a day.
 - Ticket management - Handles and resolves concerns of customers sent in the portal, foran average of 30 tickets per day. Oversees tickets that are assigned to other assistants to make sure everything is handled in a timely manner.
 - CRM Management – Reviews accounts/orders assigned to me to make sure everyinformation is properly entered in the system.
 - Billing for finalized orders – Monitors finalized orders and reviews them thoroughly to make sure it’s ready for invoicing and assign them to billing department.
 - Handles supervisor call requests.
 - Follows through on commitments made to customers by email or calling back.
 - All other tasks that are assigned on the spot to help the business provide better service and experience to clients.
- **FAVWOLRD - AMERICAN ECOMMERCE BUSINESS – February 2017 to May 2018**
Online shop that sells slimming products, and essentials for newborn babies.

Customer Service Rep

- Answer customer product inquiries, order escalations.
 - Technical Support for purchase issues like error in completing the order, page loading,provide troubleshooting steps for web browser issues.
 - Email Support for order inquiries, cancellation, refund, tracking, change of order,payment issues, etc.
 - Assist customer for online purchases, recommend products that suit their needs, upsellproducts, product usage, etc.
 - Answer social media inquiries and redirect to website.
 - Handled voice support, answered customers questions regarding pricing, tracking,product usage, complaints, etc.
- **STREAM / CONVERGYS CORPORATION (INTUIT QUICKBOOKS) – June 2013 to February 2017**
Convergys Corporation is a top-leading company that provides general customer service to other corporations by outsourcing. They have approximately 130,000 employees in 33 countries.

Technical Supervisor - 3 years

- Team handling

- Handled real time escalations, real-time support to agents.
- Conducted training and huddles to new hires.
- Listens and evaluates agent's calls.
- Trained agents about the product and call handling.
- Supervised an experimental team that handles five different department concerns or Line of business.
- Generates team program day to day metrics report.
- Trained newly promoted supervisors and Subject Matter Experts.
- Handled weekly conference with other vendors.
- Monitored calls and provided feedback during coaching sessions.
- Implemented effective customer service strategies.
- Help implement new monthly strategies.
- Internal chat support for all agents' level and supervisory level.

Tier 1 / Tier 2 Technical Support Agent – 1 year

- Handled an average of 15-20 technical calls per day.
- Fixed software errors, Microsoft errors that are related to software issue.
- Handled and managed customer accounts, billing inquiries.
- Upsells products and support plan.
- Handled advanced troubleshooting.
- Processes developer's tickets and problems
- Writes and updates troubleshooting articles.

• **Sykes Asia Inc. – May 2012 to May 2013**

Sykes is a global leader in providing customer contact solutions that caters to 500 companies.

Sales Representative / Travel Consultant

- Processes an average of 50 sales calls for vacation packages, flights, and hotel bookings daily.
- Real time research on flights and hotels to provide recommendations to customers who are needing immediate resolutions based on their needs.
- Converts general inquiry calls to sales calls.
- Outbound sales call on leads from website who logged in for inquiries.

SKILLS:

- Able to learn quickly and adapt quickly.
- Proficient in MS office also in other programs.
- Hard working, detail oriented, can multitask. I can work under pressure.
- Can work independently but is also good with working in a team or a group.
- Problem Solving, planning, and implementing action plans.
- Excellent English communication skills both written and oral.

EDUCATIONAL BACKGROUND:

- Informatics Philippines
Bachelor of Science in Information Technology

HOBBIES AND INTERESTS:

- Binge watching anime, especially One Piece
- Rom-com movies both Filipino and English
- Pet lover, when I was a kid there was a time when we had dogs, cats, birds, fishes, rabbits, roosters, and white rat all at the same time (We had a senior dog named Luna but passed away in January 2020, aged 12)
- I am a music lover, no genre but prefer songs that were released not later than 2015.
- I am a homebody but would also love to travel occasionally.