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| jamaica andrea higoy 0938-387-5120  [*higoyjam77@gmail.com*](mailto:higoyjam77@gmail.com)  **Caloocan City, Philippines** | | |
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| PROFESSIONAL SUMMARY |  |  |
| Hard-working professional with more than 4 year of experiences and proven knowledge of customer communication, customer needs assessment, and customer service. Sale person and Appointment Setter experience in scheduling appointments for Funding Company and in Real Estate. A highly organized and hard-working individual looking for a responsible position to gain practical experience. |  |
| WORK EXPERIENCE |
| **VIRTUAL ASSISTANT**  *Spotlight Cash Buyers, Colorado Springs, CO/ Aug 2020- Sep 2021*  *AVA DIGITAL SERVICE REAL ESTATE*   * Calling clients, Setting phone calls and Appointments. * Obtain customer information such as name, address, and payment method, and enter orders into computers.   **APPOINTMENT SETTER**  *Big Boy Funding, Round Rock, TX / Jan 2019 – June 2020*   * Deliver prepared sales talks, scrutinize disclosure that describe product or services, in order to attract potential customers to purchase a product or services. * Explain product or services and prices, and answer questions from customers. * Answer telephone calls from potential customers who have been solicited through advertisements. * Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts. * Maintain records of contacts, accounts, and orders.   **SALE REPRESENTATIVE**  *Grand Teton Professional, Newton, CT/ Aug 2017 – Dec 2018*   * Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services. * Answer customer's questions about product, prices, availability, or credit terms. * Prepare forms or agreements to complete sales. * Determine customer's financial services needs and prepare proposals to sell services that address these needs. * Sell services or equipment, such as trusts, investments, or check processing services. |

**EDUCATION**

*Science in Psychology, Bachelor* 2015 - 2016

Undergraduate

Our Lady of Fatima University Philippines

**SKILLS**

* Highly organized and efficient.
* Multicultural sensitivity/awareness.
* Good written and verbal communication skills.
* Operational knowledge of Microsoft Office software, Google services and applications.
* Familiarity with telephone manners and data entry work.
* Email, Phones and chat support.
* Excellent research internet skills.
* Customer Support.
* Experience of B2B appointment booking, scheduling, and management.
* Ability to work independently or as a group.