



# RUFFA MAE BAUYA

## GENERAL VIRTUAL ASSISTANT

### ABOUT ME

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I am a general virtual assistant who specializes in recruitment, customer service, medical billing, administrative management and real estate industry. I have developed my skills to grow professionally and offer high-quality services and assistance.

### WORK EXPERIENCE

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#### Real Estate Virtual Assistant / Lead Specialist Chiemezue Private Real Estate Company (New Jersey, USA)

- Make outbound calls through dialing system to prospective property owners in New Jersey
- Take notes and label each lead in our dialing system based on the outcome of the discussion
- Managing leads and following up prospects in our company's CRM
- Achieve a successful lead conversion rate and high volume of deals.
- Uses Hubspot, Propstream, MOJO Dialer, Dialpad, Podio CRM

#### TEAM SUPERVISOR US MEDICAL LABS (Chicago, Illinois)

- Manage Billing Team and Onboarding Team
- Reaching out Indeed COVID Tester Applicants for a Phone Call Interview
- Conducting Phone Call Interviews via Google Voice for COVID Tester Applicants
- Assist Applicants for Contract Signing
- Reaching out Laboratory Professionals (Lab technician, Lab Engineers and Scientist) for Creating Laboratory for COVID Testing via Linked In
- Conducting Initial Interviews for Laboratory Professionals
- Analyze Test Kits Submission via JotForm
- Lead the team for Medical Billing
- Received Inbound Calls from patients and Account Executives and cater their concerns
- Manage Payroll system and escalate payment dispute
- Facilitated onboarding process of new Account Executives
- Set an Appointment for Training and Orientation Schedule for all Newly Signed Account Executives

### CONTACT

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+639510422217

EMAIL  
bauyaruffamae20@gmail.com

ADDRESS  
Juna Subdivision, Matina,  
Davao City, Philippines

BIRTHDAY  
May 20, 2000

### SKILLS

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- Successful working in a team environment as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- The ability to communicate
- Able to utilize and manage various dialer system
- Analyzing Information
- Organizational Skills
- Managing Processes
- Microsoft Office Skills/Data Entry/Methasoft
- Phone Support
- Lead Generation
- Email Management



# RUFFA MAE BAUYA

GENERAL VIRTUAL  
ASSISTANT

## WORK EXPERIENCE

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#### Instagram Marketing Specialist (Freelance) (Hampton, Virginia)

- Help clients turn her followers into sales
- Manage client's social media account
- Built brand awareness through content making
- Built relationships with clients to maintain sale goals
- Engage to client's target market

#### Administrative Assistant (Behavioral Services Center (Skokie, Illinois)

- Provides administrative support to ensure operation of the office
- Provides information by answering question and requests to patients and probation officers.
- Utilize Methasoft Software for Clinical Data
- Make Outbound and Inbound Calls
- Schedule Medical Management Appointment and maintain calendars
- Write and edit clinical documents via DocuSign
- Coordinate with Administration and Office Manager
- File uploads and document scanning
- Email Management