

## **Julie Acidre Jr.**

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### **OBJECTIVE**

I want to express my ability and skills to the work and position appointed by your good company, and I offer my willingness to be trained more and render my service fully for the improvement of my working attitude.

### **WORK EXPERIENCE**

#### **Summit Communities LLC**

August 2017 to Present

*Virtual Assistant/Administrative Assistant*

- Respond to inquiries for prospected tenants via call, text, or e-mail.
- Phone Support for all properties and corporate office.
- Conducts initial phone screening interviews with skilled worker applicants.
- Point of contact for tenants and maintenance from properties personally owned by one of the owners of the company.

#### **Fineststaff Outsourcing Company**

May 2017 to August 2017

*Phone Support/Tech Screener for American All Tech*

- Ensures calls are legit inquiries before forwarding the call to the technical support/sales team.
- Runs computer diagnostic remotely.

#### **Hefty VirtualU Solutions**

August 2016 to May 2017

*Virtual Assistant/Team Lead (Supervisor) for Tenant Screening Department (HomeQwik)*

- Screens applications for minimum qualification through credit score and background check using tools provided by the client.
- Reach out to applicants, landlords, and employers for completion of the necessary documents.
- Updates Property Managers for pending applications daily.

**Sitel Philippines Ortigas Branch**

April 2015 to July 2015

*Inbound Sales Representative (Virgin Media Ireland/UPC)*

- Offers services available to new customers.
- Provide better options available for existing customers.
- Upsell services not included in existing customers' subscriptions.

**Teleperformance**

December 2013 to March 2015

*Customer Service Representative (Sallie Mae/Navient)*

- Customer Service Representative for Federal Student Loans.
- Provide account information and history to borrowers.
- Provide the best options available for payment postponements.
- Process payments made over the phone.
- Upsell/Cross-sell other services offered by the company.

**APAC/EGS Leyte**

June 2012 to December 2012

*Customer Service Representative (Anthem Blue Cross and Blue Shield)*

- Provides benefit coverage information to service providers.
- Updates information to providers following up on claims.

**EDUCATIONAL ATTAINMENT**

**Asian Development Foundation College (ADFC)** *(Undergrad) Tacloban City*  
*BSCoE (Bachelor of Science in Computer Engineering)*

**San Miguel National High School** *(Graduated 2003) San Miguel, Leyte*  
*Secondary Education*

**San Fernando Elementary School** *(Graduated 1999) Palo, Leyte*  
*Elementary Education*

**SKILLS/AWARDS**

- Computer Literate (Microsoft Office, Google Suite and Computer Troubleshooting)
- Good Communication Skills
- Can work under pressure
- Can work under less supervision
- Agent of The Month Dec 2014 Teleperformance.
- Top Seller May 2015 Sitel.