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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.