

IVY MENDOZA

AI TRAINER / GENERAL VIRTUAL ASSISTANT/ENROLLMENT SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Virtual Assistant, AI Trainer, and Quality Reviewer with over 4 years of remote experience in customer support, data operations, and CRM management. Skilled in Go High Level (GHL), AI data annotation, sales process quality control, and client onboarding. Recognized for strong communication, critical thinking, and problem-solving abilities. Thrives in fast-paced environments that demand accuracy, adaptability, and accountability.

PROFESSIONAL EXPERIENCE

AI Trainer / Level 2 Quality Reviewer | Scale AI | Remote | June 2025 – December 2025

- Trained and reviewed datasets for Architectural Design, Video Collection, and Gaming AI projects.
 - Conducted Level 2 quality reviews ensuring data accuracy, consistency, and compliance with labeling guidelines.
 - Collaborated with annotation teams to refine model performance through accurate tagging and detailed feedback.
 - Supported AI model improvement by identifying edge cases and correcting misclassified data.
 - Maintained a 98% quality rating across multiple AI projects.
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Inside Sales Agent | AllState Insurance | Remote | October 2024 – March 2025

- Managed inbound and outbound insurance sales calls, assisting clients with quotes, renewals, and policy inquiries.
 - Converted leads into policyholders by effectively communicating coverage benefits and tailored options.
 - Maintained compliance with U.S. insurance regulations and AllState's customer service standards.
 - Coordinated with underwriting teams and followed up with clients to ensure policy completion and satisfaction.
 - Consistently exceeded monthly sales quotas through proactive outreach and personalized client engagement.
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Enrollment Support Specialist / Virtual Assistant | Good Vibe Squad Marketing | Remote | August 2022 – September 2024

- Oversaw the sales workflow, ensuring adherence to scripts and schedules.
- Handled client onboarding, contract preparation, and CRM management using Go High Level.
- Maintained communication logs, processed client documentation, and coordinated with sales advisors for follow-ups.
- Contributed to improved sales performance and client satisfaction through efficient support and organization.

Cold Caller / Telemarketer / Appointment Setter | Independent Projects | Remote | May 2022 – August 2022

- Conducted 200–700 calls daily for Medicare, Medicaid, and medical equipment campaigns.
- Qualified leads and scheduled 60–100+ warm appointments daily for U.S. sales advisors.
- Delivered high conversion rates through persuasive communication and active listening.

Customer Service Specialist | Scale Experts Inc. | Remote | August 2021 – May 2022

- Provided customer support for delivery and logistics issues, ensuring prompt issue resolution.
- Coordinated between customers and drivers to maintain accurate and timely deliveries.
- Managed multiple support tickets with professionalism and empathy.

Appointment Setter / Delivery Support | VortexBPO | Dumaguete City | January 2021 – July 2021

- Set quality appointments for sales teams, qualifying leads through outbound calls.
- Assisted delivery drivers with routing and customer communication.
- Balanced multitasking demands and ensured smooth coordination between teams.

LANGUAGE:

- **English (C1-C2)**
- **Filipino (Native)**

CORE SKILLS

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| • AI Data Labeling & Quality Review | • Data Analysis & Documentation | • Verbal and Written Communication |
| • Customer & Sales Support | • CRM & Workflow Optimization | • Word Processing, Graphic Design |
| • Email & Calendar Management | • Cold Calling & Lead Qualification | • Record Keeping, Quick Thinking, and Effective Decision Making |
| | • Multitasking & Time Management | |

EDUCATION

- 🎓 **La Consolacion College Bacolod – Bachelor in Fine Arts, Major in Advertising**
- 🎓 **University of St. La Salle Bacolod – Bachelor of Science in Computer Engineering**

TOOLS & PLATFORMS

- **CRM & Communication:** Go High Level, Zendesk, Slack, Monday.com, HubStaff, RingCentral, Dialpad, Five9
- **Productivity:** Google Suite, Microsoft Office, WordPress
- **Design & Media:** Canva, Figma, Photoshop
- **Others:** AVAYA, ACSR, Google My Business