



# Christiana Lei Lagrimas

VIRTUAL ASSISTANT

## CONTACT

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## SKILLS

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- Email Support
- Real Estate
- Online Chat Support
- Phone Support
- Phone Communication
- Product Knowledge
- Data Entry
- Google Docs
- Communications
- Go High Level

## PROFESSIONAL PROFILE

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Let me be your go-to person so you can have your worry-free day. I have some work experience that can help me perform your task efficiently and effectively. ■ I had almost five years of experience in Customer Service and Sales Associate II assisting US customers with some Tel Co accounts (office based) ■ I also researched US Real Estate Investors online and set up an appointment. ■ I became an appointment setter; Recruitment and Real Estate. Cold caller for US Real Estate; used KVCORE. ■ I became a Virtual Assistant for property management. My main task is to ensure quality customer service with tenants and prospective tenants. Used DocuSign to send out contracts. This role has developed my problem solver skill I would love to tell you more about my work experience and the skills I got to make it an easy day-to-day task for us. Rest assured that everything I do is to your satisfaction. Looking forward to working with you!

## WORK EXPERIENCE

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### Cadogan McQueen

Property Management

Mar 2020 - Nov 2020

I had the opportunity to work as a Property Manager for a UK-based company. My role involved handling various responsibilities, including:

- Posting advertisements for vacant properties. I made sure the ads were compelling and effectively showcased the property's unique features to attract potential tenants.
- Building rapport with tenants. I believe in fostering positive relationships and ensuring tenant satisfaction by addressing their concerns promptly and providing excellent customer service.
- Managing monthly bill payments. I ensured that tenants' monthly obligations, such as rent and utilities, were collected and processed accurately and in a timely manner.
- Addressing any issues that arose within the properties. This included handling noise complaints, coordinating garbage collection, and arranging for necessary repairs or maintenance tasks to ensure the properties were in top shape.
- Handling administrative tasks, including organizing digital files. I maintained well-organized digital records, ensuring easy access to important property-related documents.

### CallStar

Cold Caller | Appointment Setter | Team Leader

Aug 2020 - Feb 2021

As a Cold Caller, my main gig is reaching out to potential customers or clients who haven't shown previous interest in what we offer. The aim is to generate leads, make connections, and set appointments or close sales. It's all about making those meaningful connections and building relationships.

After a few months, I got promoted to Team Leader. But don't worry, I still do calls on the side. As a Team Leader, my focus is on making sure our agents are consistently setting appointments every day and that our CRM is filled with quality leads. On top of that, I

hold weekly progress meetings with the client to keep them in the loop and discuss our team's achievements.

## **Valley RV**

**Oct 2020 - Present**

Virtual Assistant

I have been working as a Virtual Assistant for a U.S.-based buy-and-sell company, where I handle a variety of tasks. Here's an overview of my responsibilities:

- Posting advertisements for vehicles that are available for sale. I ensure that the ads are engaging and accurately represent the vehicles to attract potential buyers.
- Handling inquiries from potential buyers through various communication channels, including phone calls and online platforms. I provide prompt and helpful responses to address their questions or concerns.
- Contacting leads who have expressed interest in selling their vehicles through our website. I engage in negotiations and work to secure favorable deals for both the seller and our company.
- Assisting with monthly tax filings. I ensure that all necessary documentation is prepared and organized accurately, providing a smooth tax reporting process.

## **Home Buyers Bestfriend**

**Apr 2021 - Jun 2021**

CRM Installation (KVCore site build)

In my previous role, I had the opportunity to build the KVCore CRM for our clients. It was an exciting project that allowed me to showcase my expertise in setting up and customizing the CRM system to meet their specific needs. I took pride in ensuring that the CRM was effectively organized and integrated, providing seamless client management and improved workflow.

Additionally, I worked as a Transaction Coordinator, with a particular focus on handling disclosure and Comparative Market Analysis (CMA) tasks. I took great care in meticulously managing the disclosure process, ensuring compliance and accuracy. Simultaneously, I conducted CMAs to provide valuable insights and data to clients, enabling informed decision-making.

Both of these responsibilities required attention to detail, strong organizational skills, and the ability to prioritize tasks effectively.

## **Prevention Digital**

**Apr 2020 - May 2021**

Data Entry Work | WordPress

During my previous role, I had the opportunity to handle various data entry tasks, such as converting images to PDF, converting Word documents to Excel, and similar assignments. I developed proficiency in efficiently managing these tasks while maintaining accuracy and attention to detail.

Additionally, I worked extensively with WordPress, where I was responsible for uploading content and ensuring the website maintained a visually appealing appearance through backend management. This involved closely monitoring the website's layout, formatting, and overall presentation to ensure a seamless user experience.

## **PaxForm**

**Sep 2021 - Dec 2021**

Executive Assistant

I had the opportunity to work for a start-up company where I took on the following responsibilities:

- Conduct daily meetings with the CEO and interns to ensure effective communication and alignment.
- Reviewing the business plan and actively monitoring the performance of the website

and mobile app to ensure smooth functionality.

- Assisting in social media management, including content creation, scheduling, and engagement.
- Conducting interviews for potential interns and conducting exit interviews to gather valuable feedback and insights.
- Distributing daily tasks to interns and closely monitoring their progress, providing guidance and support when needed.

## **Marketing and Conversion**

**Jan 2022 - Jun 2023**

GHL | Virtual Assistant

Responsibilities:

- Utilize GHL (Group SMS Messaging) platform to proactively engage and communicate with real estate agents.
- Craft effective and compelling SMS messages to capture the attention and interest of real estate agents.
- Maintain a high volume of SMS outreach to generate leads, build relationships, and promote our services.
- Monitor and track responses, ensuring timely follow-up and engagement with interested agents.
- Act as a team leader overseeing 9 sub-accounts, ensuring smooth workflow and consistent lead uploads.
- Provide guidance and support to the team, assisting with any challenges or issues that arise.
- Collaborate with the team to optimize outreach strategies and improve overall efficiency and effectiveness.
- Keep detailed records of SMS interactions, lead conversions, and agent feedback for analysis and reporting.

## **Sullivan Group Real Estate**

**Feb 2021 - Jul 2023**

Real Estate Cold Caller

Responsibilities:

- Utilize Vortex and kvCORE platforms for conducting outbound calls as a cold caller.
- Engage potential leads in a friendly and professional manner, showcasing our company's offerings and value proposition.
- Qualify leads through effective questioning and active listening, identifying their needs and pain points.
- Present our products or services in a compelling and persuasive manner, highlighting key features and benefits.
- Handle objections and address concerns with empathy, providing appropriate solutions or information.
- Schedule appointments or pass qualified leads to the appropriate sales representative for further follow-up.
- Maintain accurate and up-to-date records of calls, leads, and outcomes in Vortex and kvCORE platforms.
- Collaborate with the sales team to optimize lead generation strategies and improve conversion rates.
- Continuously enhance your knowledge of our offerings, market trends, and competitor landscape.