



Hardworking professional with 5 years of experience and proven knowledge of back office operations, administrative support and customer service. Aiming to leverage my abilities to successfully be part of your company.

Skills

- Good customer service
- Multitasking and Time Management
- Administrative Task
- Clerical work
- Data Entry/Integrity
- GHL Expert

Education History

2014

Universal College of Southeast Asia and the Pacific

- Airline Management and Stewardship

2009

Western Mindanao State University

- BS Mathematics (Undergraduate)

Work Experience

2014-2015

Trusted Advisor

Sykes Asia Inc | Makati City, METRO MANILA

- Customer service
- Basic Troubleshooting

Christiana Lei Lagrimas

Virtual Assistant

Work Experience

2017 - 2019

Sales Associate II

Convergys-Concentrix | QUEZON CITY, METRO

- Maintained CRM database, entering new and updated prospect and customer information for use by sales personnel.
- Used product knowledge for handling objections.
- Drove sales through customer relationship building and suggestive selling techniques.

2020 - General Virtual Assistant

- Still currently a member of Upwork
- VA for property management based in the UK handled appointments for property viewing, moving in, and moving out. Keeping track of monthly dues of tenants. Posting ads for rent to a different platform. Ensuring tenant satisfaction, especially any issue that occurs.
- VA for a car dealership based in CA, USA - answering calls and emails. Reaching out to people wanting to buy/sell an RV. Posting ads for sale (RV). Establishing great customer service. Negotiating prices over the phone.
- Transaction Coordinator - part-time while TC was on leave

Homebased - Virtual Assistant

- VA/Lead Generation - generated leads for a different niches. Warming up emails.
- VA for GHL - answering text messages. Creating a campaign.
- VA for Data Entry - converting files from Word to PDF or vice versa. Researching company information
- VA for WordPress - creating content through an AI website and uploading content on client's website.

Homebased - Executive Assistant

- The executive assistant that handles everyday meetings. Ensuring employee's satisfaction.
- Distributing tasks to interns and employees. Interviewing possible intern.
- Brainstorming business plan with the CEO and Sales Associate

Homebased - Appointment Setter

- Scheduled appointments and maintained and updated appointment calendars