

CHRISTIANA LEI LAGRIMAS

Virtual Assistant

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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.

EDUCATION

2014

Universal College of Southeast Asia and the Pacific

Airline Management and Stewardship

2009

Western Mindanao State University

BS Mathematics (Undergraduate)

SKILLS

Good customer service

Multitasking and Time Management

Administrative Task

Clerical work

Data Entry

Data Integrity



WORK EXPERIENCE

2014-2015

**Trusted Advisor
Sykes Asia Inc |
Makati City, METRO MANILA**

- Customer service
- Basic Troubleshooting

2017 - 2019

**Sales Associate II
Convergys-Concentrix | QUEZON CITY, METRO MANILA**

- 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's satisfaction most 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.

Upwork

2016 - Real Estate Researcher

- Researched a Real Estate Investor and gathers their data.
- Reached out to the Investor and try to create a Zoom Meeting with the client.

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.