

VHERNADETTE SASING

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OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation. To lead, challenge, and be challenged using proven skills.

EXPERIENCE

Platinum Outsourcing

[May 2022 – April 2023]

Customer Support/ Receptionist

- Gathered and entry of data of clients using CRM's
- Web Chat operator
- Assisted customer and clients through email support
- Inbound Customer Care

Rocket Station

[March 2022 – May 2022]

Virtual Assistant

- Real estate administration assistant
 - Source leads and perform skip tracing
 - Complete property research and comparative market analysis (comparable)
 - Create basic spreadsheets using Google Sheets
 - Prepare property contracts and handle property inquiries
- Executive Assistant
 - Conduct follow-up calls with clients
 - Communicate with other companies or third-party providers
 - Book flights and accommodations
 - Confirm scheduled meetings and filter incoming calls
 - Send minutes of the meeting
 - Generate reports and KPI tracking
 - Prepare presentations and research information or documents based on client needs
 - Encode and enter data of transactions in a CRM
- Social media manager
 - Manage the client's social media accounts
 - Create and repurpose content
 - Build and engage the client's audience
 - Organize and manage campaigns
 - Develop social media strategies
 - Research marketing trends

Rise LLC - Five Guys (Dubai)

[April 2015 - January 2022]

Supervisor

- Managed and paid attention to detail in supervising staff in operation
- Assisted customers with a consistent positive and helpful attitude
- Communicated effectively with team members and management

- Handled and trained new hire employees with the use of our standard operation process
- Delivered best experience to the guests and created a fun work environment

Admin

- Processed ordered supplies
- Applied permits and answered calls
- Read emails, corresponded to memos, and letters
- Assisted in preparation of daily scheduled floor plans
- Collated mystery shopper program and update calendar store records

Training Manager

- Built and engaged in a fun and interactive training approach
- Created quizzes monthly for standard process and knowledge
- Organized team building events
- Handled certification of the newly hired and old staff
- Assisted and coached colleagues in their quarterly performance
- Edited videos of the events of the Company

Al Rigga Decoration LLC (Dubai) | Secretary

[November 2014 - April 2015]

- Processed and updated invoices and database
- Managed and paid monthly telecommunications system
- Processed typing, collated reports and organized meetings
- Acted as receptionist whenever needed
- Filed and updated contact information of employees, clients and suppliers

Magellan E-Support Services | Technical Support Specialist [June 2011 - October 2013]

- Assisted customers on how to pair their bluetooth devices on their phones
- Arranged service of hardware repair or replace defective products
- Managed to follow up and communicate to proper department in regards to repairs
- Handled customer technical concern cases through chat support
- Tested products and provided feedback to the Brand

Concentrix | Technical Support Specialist

[June 2010 - May 2011]

- Assisted customers on how to troubleshoot television and internet connection
- Helped customers to troubleshoot problems ranging from simple password reset to more complex issues experienced on their account specifically
- Provided quality customer service while demonstrating the ability to effectively troubleshoot and resolve advanced technical inquiries
- Helped to translate complex technical terms into terms easily understood by the customer's end
- Handled customer complaints, provided appropriate solutions and alternatives within the time limits

Alorica Philippines | Customer Interaction Specialist

[August 2008 - April 2010]

- Assisted customers on how to troubleshoot their telecommunication account
- Managed incoming calls and customer service inquiries
- Identified and assessed customer's needs to achieve satisfaction
- Built sustainable relationships and trust with customer accounts through open and interactive communication

- Managed to provide accurate, valid and complete information by using the right methods or tools
- Handled customer complaints, provide appropriate solutions and alternatives within the time limits

LICENSES AND CERTIFICATIONS

Basic Food Safety [2022 - 2025]
Specifico

Quality Control Course [2021 - 2024]
Five Guys Enterprises, LLC

EDUCATION

College/Vocational level [2005 - 2008]
Technological Institute of the Philippines
Associate in Computer Technology

Secondary level [2001 - 2005]
San Isidro National High School

SKILLS

- Email and chat communication
- Online research
- Leads sourcing
- Skip tracing
- Seller lead management
- Appointment setting
- Property market analysis
- Social media administration
- Basic property management administration
- Data entry
- Data analysis
- Email management
- Calendar management
- Level 4 - Spanish
- Video editing

TOOLS

	1 Poor	2 Fair	3 Good	4 Very Good	5 Advanced
MS Word				X	
MS Excel				X	
MS PowerPoint				X	
Google Docs				X	
Google Sheets				X	
Google Slides				X	
Google Drive				X	
Canva				X	
Facebook				X	
Instagram				X	
Twitter			X		
LinkedIn				X	
Podio CRM				X	

Reference Available Upon Request

Vhernadette Lagman Sasing