A L E X I S L O C A B A A R E N A L

# C O N T A C T P R O F I L E

Experienced BPO professional with four years in inbound/outbound voice accounts.

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 live:.cid.59857b0bcb1d3dd6  https://bit.ly/AlexisArenal

Proven track record in delivering excellent customer service and meeting

performance metrics. Skilled leader adept at managing teams, guiding through challenges, and supporting new members for seamless integration. Exceptional communicator with a focus on client needs, consistently surpassing targets.

Results-oriented and collaborative, dedicated to fostering team success.

# S K I L L S

**W O R K E X P E R I E N C E**

Attention to detail

## Virtual Assistant | SMM | Graphic Designer

Accuracy

Freelance

Feb 2024 – September 2024

Time Management Problem Solving Documentation

Troubleshooting Video Editing

English Speaking (Verbal/Written) Technical Proficiency

Conflict Resolution

Empathy

Manage email communication with potential buyers, realtors, and leads, using automation tools to streamline outreach.

Conduct property research and draft Letters of Intent (LOIs) for various target demographics (Absentee Owners, Auctions, Adjustable Loans, etc.).

Set up appointments and manage schedules through Calendly. Assisted in building email automation systems for client outreach.

## Cold Caller | Simple.Biz

MS Office (Outlook , Excel ,

Freelance

Jan 2024 - July 2024

PPT , Word , Teams)

# T O O L S

Slacks VDI

Citrix

Utilized CallTools to reach out to local businesses to offer website creation and update services.

Uploaded lead data and call results into the company’s system for follow-up by the sales team.

Collaborated with the sales team to ensure smooth handover and deal closure.

## Virtual Office Assistant | VA Outsourcing

IEX

Freelance

July 2023 – Jan- 2024

Canva

Adobe Photoshop | Lightroom Salesforce

Whatsapp ChatGPT Redfin

Managed administrative tasks using office software, including Google Workspace and Microsoft Office.

Handled customer inquiries, ensuring timely and accurate responses.

## Customer Specialist | Subject Matter Expert | Video Editor

Propwire

Expedia Group | VRBO

December 2019- July 2023

Zapier

Go HighLevel

# E D U C A T I O N

**Bachelor of Arts in Hospitality Management**

## Dr. Carlos Lanting College

2016 - 2020

# L A N G U A G E

Filipino English

Provided real-time support to team members, resolving inquiries and clarifications.

Updated pricing on all booking platforms and channel managers to ensure accurate listings.

Developed strong leadership skills, guiding new team members through the onboarding process.

Handled a Gaming Social Media Page