



# ALOU SEVILLA

## VIRTUAL ASSISTANT

I am an efficient and confident Virtual Assistant with demonstrated experience in Medical and Real Estate field. My experience helped me develop knowledge and skills as a Virtual Assistant. I am highly motivated to continue learning and improving my craft.

### SKILLS

- COMMUNICATION SKILLS
- ADMIN TASK
- APPOINTMENT SETTING
- RESEARCH
- DATA ENTRY
- SELF-MOTIVATED
- EMAIL MANAGEMENT
- LOVE FOR CONTINUOUS LEARNING

### TOOLS

- TEAMS
- SLACK
- GSUITE
- RINGCENTRAL
- ZENDESK
- SKYSLOPE
- ZOHOCRM
- APPFOLIO
- PRAXIS
- OPENPRACTICESOLUTION
- DOCTOC
- SCANAWAY

### EDUCATION

2017-2021 **ST. JOSEPH'S COLLEGE OF QUEZON CITY**  
Bachelor of Science in Nursing

### CONTACT

0916-274-7015  
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Nasugbu, Batangas

### WORK EXPERIENCE

January 2020- December 2022

#### True Work Logistics

Real Estate Virtual Assistant  
Debt Collector, Leasing Agent, Customer Relations/ support

- Inbound and outbound calls
- Respond to inbound leads from all internet lead sources, sign calls and etc
- Obtain and validate necessary information to qualify them for an appointment.
- Follow up with prospects via email, phone calls, and other forms of communication
- Preparing real estate forms and documents.
- Email management like responding to queries and cleaning the spam
- Making forms and surveys to collect customer responses and feedback
- Coordinating showings, assisting at open houses, and obtaining feedback.
- Proofreading property files

July 2018-January 2020

#### Urology For Children

Medical VA, Medical Receptionist

- Inbound and outbound calls
- Appointment setting
- Relaying and scheduling patient procedures
- Delivering results to patient and families
- Answering inquiries related to insurance, procedure and services the company offer
- Use of EMR to document patient data as well as medication dispensing
- Updating patients about scheduled appointments
- Keeping records of customer interactions, transactions, comments and complaints
- Ensure customer satisfaction and provide professional customer

July 2017- July 2018

#### Uber Technologies Llc

Customer Service Escalations Tier III

- Resolving escalated rider/partner driver issues
- Responding promptly to rider/partner driver inquiries.
- Communicating with rider/partner driver through various channels.
- Acknowledging and resolving rider/partner driver complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.