

CHARLES DIAZ

Address: Blk 4 Lot 21, MCDC, Kapayapaan Ave., Canlubang, Calamba

Phone: +639164994514

Email: diazcharles0419@gmail.com

OBJECTIVE

To be able to provide excellent and accurate service to my client and to be able to share my knowledge and experience with the company. Establish a well built partnership through exceedance of expectations.

EXPERIENCE

Jon Pugh Freelance | Video Editor and Social Media Manager [June 2022 - November 2022]

- Edited video contents for different social media platforms to reach targeted audiences
- Performed social media marketing strategies to ensure efficiency in traffic views and interests
- Managed social media platforms and interactions with targeted audiences

Rocket Station | Lead Manager [January 2022 - February 2022]

- Performed lead generation for foreclosure homes from different areas that has potential surplus funds
- Performed skip tracing of overage leads to obtain the contact information and heirs of the property
- Communicated and updated all of the progress work via google space

Rocket Station | Home Inspection Manager [November 2021 - April 2022]

- Performed lead management and skip tracing for acquisition and re-acquisition calls
- Sent follow up emails for clients to potential leads for acquisition of services
- Created a proposal call script for handling leads
- Booked meetings for managers and clients to discuss the business services

Rocket Station | Virtual Assistant [July 2021 - April 2022]

- Real estate cold caller and appointment setter
 - Follow a script-driven call flow and handle questions and objections
 - Gauge seller motivation
 - Input data into a Podio (CRM) form
- Real estate admin assistant
 - Source leads and perform skip tracing
 - Complete property research and Comparative Market Analysis (Comparables)
 - Create basic spreadsheets using Google Sheets
- Basic social media admin
 - Set up accounts for Facebook, Twitter, Instagram, and LinkedIn
 - Create and post content with and without Hootsuite
 - Perform basic graphic design using Canva
- Property management customer service
 - Manage basic maintenance work orders
 - Address general inquiries and coordinate transactions via phone and email

Utalk | ESL Online Tutor [July 2020 - September 2021]

- Educated Chinese citizens on the fundamentals and basics of the English language

- Escalated relationships and connections to acquire referrals
- Framed strategic approaches in building rapport.

Acadsoc | ESL Online Tutor

[March 2018 - July 2020]

- Instructed students to execute proper written and verbal English
- Trained newly-hired individuals
- Schemed procedures in handling rapport and uncertainties during classes

Self-employed (Clothing Business)

[August 2020 - December 2020]

- Resourced overrun clothing that has an uptrend in the market
- Utilized social media platforms for marketing strategies
- Managed financial tasks and inquiries

Socceroo | Soccer Coach

[March 2018 - April 2018]

- Trained players on improving their technicalities and physical capabilities
- Demonstrated leadership and discipline with co-coaches while taking different approaches for the athletes training program
- Suggested competitions that will acquire great experience and reputation for the team

EDUCATION

College/Vocational level

[2019 - present]

University of Santo Tomas
Bachelor of Science in Industrial Engineering

Secondary level

[2017 - 2019]

Malayan Colleges of Laguna

SKILLS

- Perform the following real estate-related tasks:
 - Leads sourcing
 - Skip tracing
 - Seller lead management
 - Cold calling and appointment setting
 - Property market analysis
 - Basic property management administration
- Handle email and chat communication
- Conduct online research
- Create content that generates traffic in different social media platforms that attracts attention for a targeted audience
- Scheme strategic approaches for an event to ensure a high success or accomplishment rate
- Perform video and photo editing softwares
- Assess newly made websites platforms

TOOLS

	1 Poor	2 Fair	3 Good	4 Very Good	5 Advanced
MS Word / Google Docs				X	
MS Excel / Google Sheets				X	

MS PowerPoint / Google Slides				X	
Google Drive				X	
Canva				X	
Facebook				X	
Instagram				X	
Twitter				X	
LinkedIn			X		
Podio CRM			X		
Davinci video editor				X	
Adobe lightroom			x		
Picsart			X		
My fitness pal				X	
Dropbox				X	