

## **CALSIE, CLINSTON C.**

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### **EXPERIENCES:**

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#### **Virtual Assistant [Texas Xtreme Clean LLC]**

**April 2022 - March 2024**

- Answer phone calls and emails from potential and existing clients.
- Respond to inquiries and provide information about services, pricing, and scheduling.
- Create and send service proposals and contracts.
- Handle customer complaints and resolve issues promptly.
- Process payments and invoices.
- Follow up with clients for feedback and referrals.
- Assist with recruiting and onboarding new cleaning staff.
- Manage online reputation by responding to reviews and managing Google My Business listing.
- Manage cleaning team schedules and availability.
- Schedule cleaning appointments and match cleaners with clients based on needs.
- Perform data entry and other administrative tasks as needed.

#### **Technical Support [Vivint SmartHome Security]**

**April 2019 - March 2022**

- Provided exceptional technical support over the phone - Guided customers through troubleshooting steps to resolve technical issues with smart home security systems.
- Translated complex technical concepts into clear, understandable language.
- Assessed malfunctions, determined if devices needed replacement, and processed replacement orders seamlessly.
- Scheduled appointments for technicians and assisted customers with purchasing advertised products.
- Followed up with customers to confirm problem resolution and proactively addressed any lingering concerns.
- Documented and tracked customer issues using a ticketing system, streamlining support processes.
- Identified opportunities to upsell relevant products and services, aligning with customer needs.

**SKILLS:**

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- Microsoft Office Suite
- Appointment Setting
- Email Management
- Oral and Written Communication
- Problem Solver
- Critical Thinker
- Time Management
- Sales

**EDUCATION:**

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**Business Administration with specialization in Financial Management**  
University of Baguio - Baguio City, Philippines