



ELEONORE MONZON

**GENERAL VIRTUAL
ASSISTANT**



CONTACT



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General Trias, Cavite Philippines



lhenmonzon22@gmail.com

SKILLS

- Data Entry
- Virtual Assistant
- Appointment Setter

- Provides administrative support to companies remotely by answering phone calls, responding to emails, and managing schedules.

EXPERIENCE

April 2016 - Sept. 2017

METROBANKCARD COPORATION

TELEMARKETER

- My position is responsible for providing quality service to Cardholders clients, by ensuring timely and accurate resolution of card sales, service inquiries, requests, concerns made via call, email and other correspondences.
- My duties include tracking customer contact lists, explaining the benefits or advantages of their services, and obtaining payment information if necessary.
- I become one of the best agents for 3 executive months.

January - May 2019

INFO DRILL BUSINESS SUPPORT SVC

Verifier Agent

- I maintain and keep records of all calls handled to ensure all verifications made are followed upon on time.
- I communicate effectively and proficiently to all parties involved in attaining verification information.

August 2019- December 2019

TRIPONT LENDING

Appointment Setter

- Ensure each prospective client and potential customer has a positive experience with our company
- Prioritize which appointments take priority over others to maximize revenue
- Demonstrate a pleasant disposition with each prospect
- Properly explain the products and services to prospective customers when making appointments

EXPERIENCE

December 2019

AFFORDABLE AIRCON SERVICES

Virtual Admin Assistant

- I specialize in offering administrative services to clients from a remote location, usually a home office.
- I schedule appointments for the next day, compute invoices and reach out to past/previous customers.

August 2021 - February 2022

DIAMOND BANKCARDS

Personal Assistant

- I acting as a first point of contact for callers, dealing with emails and phone calls by responding, passing on messages or highlighting them for their manager's attention.

February 2022 - January 2023

KOALAGRIP BUSSINESS

Part-time Email Specialist

- Create email marketing campaigns to promote products or services.
- Proofread emails for clarity, grammar, and spelling.
- Place orders for products.

February 2023 - May 2023

AM Virtual Sourcing International Corporation

Appointment Setter (Real Estate)

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- Prioritize which appointments take priority over others to maximize revenue
- Demonstrate a pleasant disposition with each prospect
- Properly explain the products and services to prospective customers when making appointments