



GRACE J. PALOMAR-BENJAMIN

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PROFESSIONAL SKILLS

- Administrative Support
- Project Management
- Inbox Management
- Calendar Management
- Appointment Setting

SOFTWARE EXPERIENCE

- Virtual Assistant and Admin Tools
- Microsoft Office Suite (Word, Excel, PowerPoint) Google
- Workspace (Docs, Sheets, Drive)
- CRMs (Customer Relationship Management) Salesforce
- HubSpot CRM Marketing Platforms
- Canva (basic graphic design)
- Communication Tools Zoom (for video conferencing) Microsoft Teams Google Meet WhatsApp
- Skype
- Ring Central

REFERENCES

- Henry Nonifara | Reva/Quality Specialist | 09924360954
Cristine Leones-Sta. Maria | TELETECH | 09436461108
- Kristel Silagpo | SJE Realty Team Leader | 09760529168
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WORK EXPERIENCE

REAL ESTATE AGENT

SJE DEVELOPEMENT AND CORPORATION | Dec, 2023-PRESENT

- Successfully negotiated favorable terms for clients in real estate transactions
- Attended local events to build relationships and generate referrals, resulting in 100 % increase in sales

VIRTUAL ASSISTANT/PERMIT COORDINATOR

THE VIRTUAL HUB PHILS, INC. | JAN 2012-Nov 2023

- Prepared and organized house plan packages using PDF editing tools to ensure complete and accurate documentation for submission.
- Processed HOA and building permit applications across different counties, ensuring compliance with local requirements and timelines.
- Scheduled HOA presentations and meetings for the review and approval of developed house plan packages.
- Updated Monday.com project boards to track workflow, monitor deadlines, and keep project statuses in progress.
- Completed and compiled permit requirements necessary for building license applications, including forms, supporting documents, and follow-up submissions.
- Coordinated with stakeholders, contractors, and county offices to ensure smooth permit processing and timely approvals.

ESL TEACHER

51 TALK | MARCH 2012-AUGUST 2021

- Facilitated student-led discussions to promote critical thinking and communication skills
- Adapted teaching methods to accommodate diverse learning styles and student needs

TECHNICAL SUPPORT REPRESENTATIVE

TELETECH | SEPT. 2008-JANUARY 2012

- Provided technical support to customers over the phone and via email, resulting in a 100 % customer satisfaction rate
- Developed a knowledge base of common issues and solutions to improve customer self-service and reduce the need for technical support

EDUCATION

UNIVERSITY OF ST. LA SALLE

JUNE 2004-APRIL 2008

BSEd major in General Science