

Jessa Marie Bacalso



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Brgy. Rizal, San Carlos City, Negros Occidental, Philippines

Work Experience

Executive Assistant

Grail Homes LLC., a real estate investment company

Detroit, Michigan USA

November 2020 to September 2024

(3 years, 10 months)

- Cold Calling
- Project Management
- Social Media Management
- Design and maintain websites
- Manage client schedules, coordinate appointments, and meetings.
- Prepare reports and presentations
- Train and supervise new mentees under a mentorship program.
- Create and maintain spreadsheet trackers for projects.
- Email Management and Marketing
- Other Admin Tasks

Appointment Setter

Holder Investments Group, a real estate company

Atlanta, Georgia USA

April 2022 to October 2022

(6 months)

Customer Service Representative I

Teletech, a BPO company

Cebu City

June 2019 to February 2020

(8 months)

Customer Service Advisor II

Concentrix CVG Philippines Inc., a BPO company
Cebu City
November 2018 to June 2019
(7 months)

Customer Service Representative

Qualfon, a BPO company
Cebu City
May 2018 to December 2018
(7 months)

Education History

Bachelor of Arts in English Language Studies

La Consolacion College - Bacolod
Graduated: 2023-2024

Bachelor of Science in Information Technology

Central Philippines State University
First Year Undergraduate: 2017-2018

Junior High School Level Accreditation

Alternative Learning System (ALS)
Year Passed: 2015

Greenville Elementary School

Elementary Education
2011-2012

Certificates

Teacher Certification Program

La Consolacion College - Bacolod
2024-2025

English for Business and Entrepreneurship

Technical Education and Skills Development Authority (TESDA)
May 23, 2023

Introduction to Human Resource Management

Saylor Academy Awards
May 23, 2023

Competencies and Interest

English Language Proficiency

EF SET Certificate

78/100 C2 Proficient

May 23, 2023

Computer Skills

- Microsoft Office (Word, Excel, Powerpoint)
- Spreadsheets and Data Analysis (Google Sheets, Excel)
- Project Management Tool (Asana)
- Website Design and Builder Tools (Carrot Website, Resimpli Website, Wix)
- Graphic Design Tool (Canva)
- Communication and Collaboration Tools (Slack, Zoom, Google Meets, M-Teams)
- Customer Relationship Management (CRM) Platforms (Podio, ReSimpli)
- Call Management Software (Batchdialer, RedX, Calltools, Dialpad, Mojo Dialer, Ring Central, Openphone)
- Email Campaign Management (Mailchimp)
- Google Workspace Administration
- Social Media Design and Marketing

References

Sytoria Wahid

Owner

Satis Homes LLC

info@satishomes.com

Former Client

Jamiel Strickland

Founder

Grail Homes LLC

contact@monopolybros.com

Former Client

Kimbert Mari Campos

Trainer

Qualfon Philippines

kimbertmaricampos189@gmail.com

Colleague