



JOEMAR NAVAREZ

VIRTUAL ASSISTANT

CONTACT

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<https://www.facebook.com/johnie.bravow/>

SKILLS

- Banking investigation
- Back office
- Chat Support
- Customer Service
- Cold Caller
- Sales Rep
- Technical Support
- Game Tester
- Email Support
- Appointment setter

LANGUAGES

- English (Fluent)
- Tagalog
- Hiligaynon

ADDITIONAL

Date of Birth: October 1, 1991

Marital Status: Married

Place of Birth: Cadiz City



PROFILE

Reliable and self-driven Virtual Assistant with over 7 years of combined experience in customer service, sales, technical support, and cold calling. Adept at handling tasks independently with minimal supervision while maintaining accuracy and professionalism. Proven leadership skills with experience as a trainer and team lead, consistently driving performance, motivation, and productivity in support teams.



WORK EXPERIENCE

PhoneStaffer - Cold Caller (part time) 2024

- Called homeowners for power washing services
- Used CRM and lead management tools

Whole Life Insurance - Cold Caller (part time) 2024

- Offered full-family insurance products through outbound calls

Insurance at Your Needs - Virtual Assistant (part time) 2024 - 2025

- Processed client enrollments and generated reports
- Set appointments for product consultations

SnF Digital Services - Cold Caller (2023-2024)

- Handled calls via CRM, Skype, and lead tools
- Offered cash deals for property acquisition

Solar Company - Cold Caller (2023)

- Promoted solar energy solutions to reduce electricity costs

Forefront - Appointment Setter (Part-Time)

- Scheduled clinic appointments for healthcare clients

Ubiquity - Customer Service Representative (2018-2019)

iQor - CSR, Tech Support, Sales, Retention (2019-2023)

Panasiatic - Customer Service Representative (2016-2018)



EDUCATION

Lasaltech Bacolod Inc.

2014-2016

Course: Computer Hardware Servicing

TOOLS USED

Salesforce

Excel

Avaya

GoldenKeyLeads

Aircall

Slack

ViciDialer

Canva

Google Suite

Outlook

Windows Apps

Skype

Zoom

WhatsApp

Telegram

Twilio

Vandi

Edge

NextGen

Cetrix

Odoo

MSTeams

Nice

Call Tools

Apploye

Simple.biz