

JOSEPH VINCENT AVILA

Executive Assistant



About Me

A dedicated and results-oriented professional with 3 years of experience as an Executive Assistant. Seeking a challenging role where I can leverage my expertise to contribute to the growth and success of a dynamic organization.



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LANGUAGE

- English
- Filipino

EXPERTISE

- Team Management Skills
- Sales
- Customer Success
- Admin Skills
- Social Media Management
- Marketing
- Lead Sourcing
- Process Development
- Property Management

EDUCATION

Cebu Institute of Technology - University

Bachelor of Electronic Engineering
2014-2020

EXPERIENCE

PPH Consultants UK

Executive Virtual Assistant to CEO [2024

- Calendar Management
 - Efficiently manage schedules: coordinate, schedule, and reschedule calls and appointments
 - send reminders and confirmations; notify other executives of schedule changes
- Sales Support
 - Oversee the customer sales funnel, handling inbound calls and generating leads through cold calling and appointment setting
 - Create and send estimates/quotes to prospects as part of the sales process
 - Managed a sales team
 - Made sure that the team reach their targets
 - Follow up the team members about their pipelines
 - Conducted coaching sessions with team members
 - Prepared performance reports
- Provided notes and preparations for board meetings
- Customer Success
 - Onboarding
 - Assist customers in successfully implementing and adopting the product or service.
 - Relationship Management
 - Proactively reach out to customers to build and maintain strong relationships with them

EXPERIENCE

HomeService VA (We Hang Christmas Lights)

[Executive Virtual Assistant [June 2023 - January 2024]]

- Email Management
 - Streamline email management draft
 - Draft and send responses, label and filter business emails, prioritize urgent messages, and monitor the spam folder
- Calendar Management
 - Efficiently manage schedules: coordinate, schedule, and reschedule calls and appointments send reminders and confirmations; notify others of schedule changes
- Customer Management
 - Efficiently manage schedules: coordinate, schedule, and reschedule calls and appointments send reminders and confirmations; notify others of schedule changes
- Customer Management Software
 - Handle CRM administration: add/manage users, upload customer photos, and input notes/data
 - Assist with invoicing, including creating, sending, and adjusting invoices
 - Ensure accuracy of job notes and data entry for upcoming work
- Sales
 - Oversee the customer sales funnel, handling inbound calls and generating leads through cold calling and appointment setting
 - Closed sales and provided invoice
 - Create and send estimates/quotes to prospects as part of the sales process
- Executive Assistant Tasks
 - Note-taking from webinars/classes, process improvement suggestions, meeting minutes, analytical reports, HR updates, communication bridge

Rocket Station

[Virtual Assistant [February 2023 - June 2023]]

- Real estate cold caller and appointment setter
 - Called property owners and gauged if their property qualified
 - Gauge seller motivation
 - Input data into a Podio (CRM) form
- Real estate admin assistant
 - Source leads and perform skip tracing
 - Complete property research and comparative market analysis (comparables)
 - Create basic spreadsheets using Google Sheets
- Basic social media admin
 - Set up accounts for Facebook, Twitter, Instagram, and LinkedIn
 - Create and post content with and without Hootsuite
 - Perform basic graphic design using Canva
- Property management customer service
 - Manage basic maintenance work orders
 - Address general inquiries and coordinate transactions via phone and email

EXPERIENCE

eLink Systems & Concepts Inc. (ReadersMagnet) | [May 2021- March 2023]

Sales Trainer

- Conducted comprehensive orientations for new sales representatives, covering sales process, products, and services
- Developed personalized coaching plans and provided ongoing support to enhance skills and knowledge of trainees
- Conducted sales encounter observations and collected feedback, performance data, and results from trainees following each training session

Publishing Consultant

- Contacted potential clients through cold calling and offered consultation services to assist with their publishing goals, including manuscript development, finding agents, and marketing or promotion
- Provided guidance to writers and publishers on navigating the publishing industry
- Assisted publishers with increasing revenue, expanding reach, and improving operation

Continuum Global Solutions

Customer Service Representative [September 2020- April 2021]

- Demonstrated exceptional customer service by effectively communicating with customers to diagnose account problems, understand their needs, and recommend solutions
- Provided accurate and comprehensive information about current plans, products, and services to customers
- Identified opportunities to position new products and services that aligned with customers' needs, resulting in an increase in new plan activations

Office Partners 360

Email Support and Back Office Associate (Wayfair) [September 2019- April 2020

- Provided exceptional email support to clients
- Ensured timely and accurate responses to inquiries and concerns
- Kept clients informed of status of all orders and incidents
- Maintained high level of customer satisfaction
- Completed required reports accurately and on time

ePerformax Contact Centers (eBay ecommerce)

Customer Service Representative | [November 2017- November 2018]

- Mediated e-commerce clients and account holders' return requests
- Ensured constant communication between clients and customers
- Provided accurate information for both parties to come up with a solution
- Performed moderately complex clerical, administrative, and general office duties
- Settled cases properly and educated both clients and customers