

KEICY SANGALANG

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PROFESSIONAL EXPERIENCE

REAL ESTATE VIRTUAL ASSISTANT | Associa Client Shared Services | *January 2025 – July 2025*

- Provided primary virtual support for over 300 branches weekly, efficiently resolving diverse inquiries (maintenance, leasing, showings) to maintain high resident satisfaction.
- Managed end-to-end administrative and billing support, and oversaw 10-15 delinquency accounts to ensure portfolio health.
- Provided comprehensive virtual support, efficiently managing diverse inquiries, including maintenance, leasing, showings, and pricing.

QUALITY ANALYST | TELUS International Philippines | *May 2023 – January 2025*

- Conducted thorough quality assessments for 15-20 calls/audits daily, identifying critical areas for improvement and implementing solutions that enhanced operational standards by 15% and reduced errors by 25%.
- Contributed to maintaining high service delivery benchmarks, resulting in improved customer satisfaction scores by 7 points and consistently achieving 98% compliance rates.

VIRTUAL ASSISTANT | Lotus Tickets International | *January 2022 – April 2023*

- Managed ticket inventory and sales for same-day events, ensuring 99% availability accuracy and proactively preventing overselling.
- Optimized ticket procurement strategies, directly increasing revenue by 15% through dynamic pricing and strategic allocation.
- Maintained real-time updates on ticketing platforms, reducing discrepancies by 90% and ensuring seamless coordination with team leads.

SALES REPRESENTATIVE | Ganette Newspaper | *January 2021 – December 2021*

- Successfully managed a high volume of daily sales interactions, proactively engaging with 60+ prospective and existing clients per day to present tailored advertising solutions and close deals for newspaper products.
- Collaborated effectively with the sales team to consistently surpass monthly sales quotas, achieving 115% of targets on average, directly contributing to revenue growth and market penetration for Gannett Newspaper.

ADMIN STAFF | PhilScan Travel and Tours | *May 2017 – April 2019*

HR STAFF INTERN | HIBLOW Philippines Inc. | *November 2016 – March 2017*

SKILLS

Business Operations: Order Management, Email Management, Data Management, Customer Relationship Management, Administrative Support, Quality Assurance, Workflow Optimization, Record Keeping

CRM Platforms: Salesforce, ConnectCases, ClickUp, Citrix

Software & Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Docs, Google Sheets

EDUCATION AND CERTIFICATION

Bachelor of Science in Business Administration

- *Major in Human Resource Development Management*

Concordia International College | *Teaching English as a Second or Foreign Language*

Introduction to Bookkeeping | *Philippine Technical Education and Skills Development Authority*