



Krisanta Demilou Dumlao

Virtual Assistant

About me

Results-oriented professional with a comprehensive background in outbound sales and quality assurance analysis. I bring a strategic and customer-centric approach to sales, consistently surpassing targets, while concurrently ensuring the highest standards of service quality through meticulous quality assurance practices. My track record reflects a unique ability to drive revenue growth, optimize customer experiences, and implement effective quality control measures.

Education

Bachelor of Hotel & Restaurant Management
Philippine Women's College of Davao
Bachelor of Elementary
Education
**Holy Cross of Davao
College**

Core Competencies

- Quality Assurance Analyst
- Cold Calling (In-bound & Out-bound)
- Customer Sales Support Representative
- Email Fax Automation
- CRM management
- Booking Appointments
- Calendar Management
- Social and Political Surveys
- Market Research Surveys
- Leadership
- Adaptability
- Organized
- Keen to Details
- Strong Works Ethics
- Reliability
- Enthusiastic

Tools

CRM law Logic	Capcut	Microsoft Teams
Google Suite	Filmora	Linkedin
Instagram	Canva	Discord
Facebook	Snapseed	Whatsapp
Skype	Sony Vegas Pro	Wordpress
Zoom	Microsoft Office	Google Drive
		One Drive

Work Experience

Quality Assurance Analyst & Sales Agent (In-bound & Out-bound)

[B-Contact Inc.](#) - 2023-2024

- Auditing Agent's Calls
- Ensure all Captured information is correct
- Update CRM
- Send Fax a fax to the Doctor's and Hospitals
- Editing calls using AUDACITY (audio editor)
- Sell Diabetic Testing Supplies
- Tailored Health Solutions

Operations Manager 2019-2020

[Skin911 Skin Care Clinic](#)

- Figuring out ways to improve patient care
- Creating performance goals for their healthcare facility and staff
- Developing better systems and protocols for medical staff
- Working on budgeting committees, determining ways to allocate resources
- Using quality assurance testing to determine if staff is meeting facility needs

Survey Call Specialist 2016-2017

[Survey Sampling International](#)

- Outbound Call
- Ensure a good quality Call
- Deliver and asked questions properly
- Ensure Compliance with Regulations
- Build Rapport
- Handle Objections Professionally
- Maintain Neutrality

Ticketing Clerk & Assistant Secretary to the Owner (Head of the Davao City Tourism Office) 2003-2004

[New World Travel Agency](#)

- Helps passengers to plan for their trips
- Manage Bookings online
- Manage and Schedule Meetings
- Maintain Meeting Minutes
- Handle request and queries appropriately
- Travel Arrangements

Contact Me

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[Introduction Video](#)

Davao City, Philippines 8000