

LIBRA TRIZZIA MAE G. ZAPATOS

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Freelance Executive Assistant & Customer Service Specialist

Professional Summary

Dynamic and highly versatile freelance professional with over 8 years of experience in executive assistance, customer service, sales, team leadership, and lead generation across diverse industries including real estate, e-commerce, law firms, and hospitality. Known for proactive communication, strong problem-solving abilities, and the capacity to manage multiple clients and projects simultaneously. Proven expertise in delivering excellent customer experiences, boosting sales, and supporting business growth while working independently and remotely.

Core Skills & Competencies

- Client Relationship Management
- Executive & Virtual Assistance
- Customer Service Excellence
- Sales & Lead Generation
- Team Leadership & Training
- Time & Task Management
- Remote Work & Digital Tools (Airbnb CRM, Walmart Systems, Real Estate CRMs, Google Workspace, Microsoft Office)

Professional Experience

Freelance Executive Assistant / Customer Service Specialist | Remote – Multiple International Clients (2019 – Present)

- Provide high-level executive support including inbox management, scheduling, and report preparation.
- Handle customer inquiries, escalations, and issue resolutions across multiple platforms.
- Coordinate with Airbnb hosts and guests to ensure smooth booking experiences and top-rated satisfaction.
- Generate leads for real estate firms and US law offices, ensuring qualified prospects.
- Train and supervise small remote teams to maintain performance and efficiency.

Officer-in-Charge – Northern Mindanao | Great Value Management Services Corporation (Apr 2025 – Aug 2025)

- Managed day-to-day operations for the Northern Mindanao branch.
- Oversaw team performance, sales initiatives, and client relations.
- Delivered operational reports and ensured compliance with company standards.

Sales Representative – Real Estate | MV Multimedia (2022 – 2024) •

Handled client acquisition, property inquiries, and sales negotiations.

- Built long-term relationships with clients to maximize sales potential.

Lead Generation & Chat Analyst | US Law Firms (2022 – 2024)

- Managed live chat support and captured quality leads for legal consultations.
- Ensured client data accuracy and followed up with high-value prospects.

Customer Service Representative | Walmart Supercenter (2019 – 2023)

- Assisted customers with product inquiries, returns, and escalations.
- Achieved consistent top-performance ratings for efficiency and satisfaction.

Manager | John's Carwash – Iligan City, Philippines (2016 – 2019)

- Supervised daily operations, staff schedules, and customer relations.
- Increased client retention and daily revenue through service improvements.

Education

Bachelor of Science in Business Administration – Major in Financial Management
Capitol University | 2014 – 2015

Freelance Highlights

- Successfully managed multiple international clients while maintaining high client satisfaction.
- Experienced working with remote teams, digital tools, and cross-border communication.
- Adept at juggling diverse tasks, from executive admin work to customer support and sales.