

MA. LUISA HELIT

VIRTUAL ASSISTANT/BUSINESS DEVELOPMENT REPRESENTATIVE/SOCIAL MEDIA MANAGER

(+63)9663418139

helitmaluisa@gmail.com



SUMMARY

Dedicated, hard-working, and self-motivated Virtual Assistant with proven communication and administrative skills, seeking to grow my knowledge of the e-commerce industry and use my conversational and admin skills for your company. Highly valued employee.

AREAS OF EXPERTISE

Customer service, Lead Generation, Research & Data Entry, Email/Inbox Management, Canva Creations, Google Workspace, Microsoft Office

SKILLS

Customer Service

Experienced in taking inbound and outbound calls, excellent in providing great customer support and has the willingness to go the extra mile to help resolve customer issues in the most professional manner.

Email/Inbox Management

Can be authorized to receive, send and respond to particular business email messages for business owners. Very good at proofreading emails for grammar and spelling, outstanding in organizing emails, and regularly monitoring your inbox the way you want it. Ensure prompt and accurate communication via email. Efficient in using Google Mail and Microsoft Office.

Data Research, Lead Generation, Data Entry, Updating

Excellent in research and administrative task, have outstanding attention to detail. Able to gather, consolidate and update relevant information you will need for your quick reference and operational efficiency. Knowledgeable in using MS Office and Google Workspace.

WORK EXPERIENCE

Virtual Assistant- Rei Tech VA

- Virtual Assistant on training, Cold Calling, Social Media Marketing, and Admin Tasks (March 2023 - Present)

Virtual Assistant/ Customer Support/Lead Generation(November 2022- March 2023)

- Handle inbound and outbound calls to clients
- Responsible for answering client's and company emails promptly
- Helps the business by bringing in new leads via Instagram and increasing the number of people interested in the product that the company is offering

Wells Fargo EGS Philippines(July 2014-September 2022)

- Handle queries from the onshore teams/clients/financial advisors through phone calls and emails
- Responsible for scheduling and facilitating team meetings, taking minutes of meeting.
- Multi tasking-between taking calls, account research, sending emails and collecting the end-of-day productivity of the team and inputting all data into one file

Eperformax Contact Centers- (May 2010 - July 2014)

- Assist callers when they request phone numbers and addresses for almost any place of interest
- Work with urgency and efficiency to achieve department goals while staying focused on the information provided to make sure it is accurate

Sutherland Global Services (April 2008 - May 2010)

- Respond to customer inquiries by phone and email in a quick and helpful manner
- Research customer inquiries using the appropriate tools