

## ABOUT ME

- Seasoned Customer Service Rep / Collections Associate with 8 years of experience
- VA / ISA for 4 years
- Admin Assistant for 2 years
- Online English Tutor for 1 year
- Can adapt to change of work environment
- Able to learn a new process in a short span of time

# MARIEL BELISARIO

VIRTUAL ASSISTANT / ISA

Manila, Philippines

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## WORK EXPERIENCE

### BRIVITY VA

Home-based

April 2022 – June 2024

### ISA / VA for Realtors

- Cold-call - prospect for new leads and convert them to nurtures
- Send email and text messages
- Do follow up calls
- Schedule potential lead for an appointment with Agent for
- Filter leads based on their status
- Create Just Sold/Just Listed/Coming Soon and post cards on Canva
- Add and update basic info on CRM
- Create Opportunity on CRM
- Do Seller Advisory
- Create new contracts
- Check status of listings in the MLS
- Tools Used: Ring Central, Brivity, KW Command, Google Voice, Matrix, CTM EContracts, MS Excel, Google Sheet,

### TRIEU NAILS

Home-based

Sept 2022 – Mar 2024

### Admin Assistant / Salon Booking Assistant

- Answer calls and queries
- Book appointments over the phone
- Check and respond to email and social media messages
- Verify daily cash takings
- Post IG Story
- Check for nail errors and communicate with technician and clients
- Process refunds
- Add items to stock list and order stocks
- Verify staff hours
- Do and email ROTA
- Post job openings
- Tools Used: Acuity, Yay, Google Sheet, Stripe, Canva

### PHONE ANIMAL

Home-based

Jul 2019 – Dec 2021

### ISA / VA for Realtors

- Cold-call - prospect for new leads and convert them to nurtures
- Set follow-up call and/appointments for Agent to do a listing consultation email to other Realtors regarding their potential buyers
- Do Sellers Reports
- Update database (info, searches, price point, filters, etc.)
- Mute AI for Agents and alert them to reach out to the leads
- Send email to other Realtors regarding their potential buyers
- Tools Used: Ring Central, Mojo, KW Command, CINC, MS Excel, Google Sheet

**WIPRO**  
Philippines  
Nov 2011 - Dec 2012

**Customer Service Representative for Direct Energy Regulated Services**

- Handle billing inquiries and other gas concerns

**JOY PHONE ENGLISH**  
Home-based  
Sept 2010 - Nov 2011

**Virtual English tutor for Korean adults and children**

- Teaches basic English grammar, pronunciation, etc.

**CONVERGYS**  
Philippines  
Jan 2009 - Mar 2010

**3<sup>rd</sup> Party Collector for Encore General Electric (GE)**

- Collect on clients who's on no payment status for more than 90 days
- Set payment arrangements / promise to pay for clients who are already behind on their payments

**HSBC**  
Philippines  
Apr 2007 - Mar 2008

**1<sup>st</sup> Party Collector for HSBC**

- Collect on clients who's 30 days in arrears
- Settling Payment arrangement / promise to pay for clients who already behind on their payments

**ITOUCH POINT**  
Philippines  
Oct 2003 – Apr 2007

**Inbound Sales Representative for Vonage**

- Offer wireless broadband

**Customer Service Representative for Sears Portrait Studio -**

- Set up a schedule for a portrait session

**Operator for 411**

- Directory Assistant

**3<sup>rd</sup> Party Collector for Miracle Financial / Verizon Wireless**

- Collect on clients who's on no payment status for more than 90 days

**C3 – HINDUJA**  
Philippines  
July 2003 – Oct 2003

**Customer Service Representative for AMEX**

- Handle pay-by-phone

**EDUCATION**

AMA Computer College – BS Computer Engineering

1999 - 2003