

MARIMIL MAGBANUA

FREELANCE REMOTE WORKER

📍 Pampanga, Philipines

✉ marimilmagbanua@gmail.com

📞 +63 969 205 8885

PROFILE INFO

6+ Years of Experience in Virtual Assistance and 9+ Years in Customer Service

Results-driven and self-motivated virtual assistant with expertise in administrative support, record-keeping, and customer service. Proven track record of delivering high-quality results, streamlining operations, and ensuring excellent client satisfaction.

EDUCATION

FAMILY CLINIC INC COLLEGES

- Bachelor of Science in Nursing

SKILLS

- Customer Management
- File Organization
- Email Management
- AdminTasks
- Data Entry

TOOLS

- Google Workspace
- Microsoft 365
- Notion
- Monday.com
- Ring Central
- Stripe
- Buildium
- Stessa
- Printavo
- Denticon
- Monday.com
- Jarvis
- CRM softwares
- Tools use in BPO Industry
- ShopVox
- Credit Watch

VA WORK EXPERIENCE

Leasing Company (Sydney, Australia)

September 2023 -

Virtual Administration Support

- **Email Management:** Efficiently manage and organize email correspondence to ensure prompt responses and follow-ups, maintaining a high level of customer satisfaction.
- **Client Query Resolution:** Address and resolve complex client inquiries via email, providing timely and professional support to enhance customer satisfaction and build strong relationships.
- **Client Database Management:** Maintain and update client databases to ensure accurate and up-to-date records, streamlining communication and contributing to an organized and efficient workflow.
- **Insurance Refund and Filing:** Process and coordinate insurance refunds and filings, ensuring accurate and timely submissions to minimize delays.
- **Direct Debit Arrangement:** Facilitate direct debit amendments and updates, ensuring seamless and efficient management of recurring payments.

Real Estate (Oklahoma, USA)

May 2022 - May 2024

Virtual Office Manager

- **Email Management:** Efficiently manage and respond to email correspondence to ensure effective communication.
- **Client and Property Database Management:** Update and maintain client databases and property listings to ensure accurate records.
- **Lease Monitoring:** Oversee new lease agreements and renewals, ensuring compliance and timely execution.
- **Document Preparation:** Prepare and organize necessary documents and forms for tenant agreements and other real estate transactions.
- **Rent Collection Follow-Up:** Conduct follow-ups on rent payments to ensure timely collection.
- **Tenant Support:** Address tenant inquiries through various channels, including chat, SMS, phone, and email, providing exceptional customer service.

- **Task Delegation:** Designate tasks to relevant team members to optimize workflow and efficiency.
- **File Organization:** Maintain organized digital files and documentation in drive systems.
- **Lead Management:** Manage and follow up with potential and existing tenants to foster relationships.
- **Light Bookkeeping:** Perform basic bookkeeping, invoicing, and general finance duties to support financial operations.
- **Task Management and Data Entry:** Handle task assignments and data entry to ensure operational efficiency.
- **Calendar Management:** Coordinate and manage calendars for meetings and events, ensuring effective scheduling.

Screen Printing Shop (Florida, USA) *Virtual Admin Manager*

March 2022- January 2025

- **Email Management:** Organized and efficiently managed the company email system to ensure timely communication and responsiveness.
- **Order Entry Coordination:** Accurately processed orders received from multiple systems, ensuring comprehensive data entry and validation.
- **Order Monitoring:** Proactively monitored the status of ongoing orders to ensure timely delivery, addressing any potential issues promptly to maintain client satisfaction.
- **Client Communication:** Responded to all inquiries via email, providing clear and professional assistance to enhance customer experience.
- **Document Management:** Arranged, organized, and maintained online company files, invoices, and other digital documentation to ensure easy access and compliance with company protocols.
- **Operations Support:** Developed, executed, and maintained standard operating procedures, workflows, and processes to streamline operations and enhance efficiency.

Dental Clinic (Texas, USA) *Virtual Office Assistant*

February 2022 - December 2023

- **Patient Database Management:** Efficiently manage and maintain an up-to-date patient database to ensure accurate and accessible information.
- **Appointment Coordination:** Schedule appointments through effective communication via phone and email, ensuring a seamless experience for patients.

BPO WORK EXPERIENCE

TATA Consultancy Services (Pampanga, Philippines)

May 2019 - March 2022

Coach Inspire Lead/ SME Role (Optus)

- **New Agent Onboarding:** Guide and mentor newly hired agents to prepare them for success on the production floor.
- **Coaching and Feedback:** Provide constructive feedback through regular coaching sessions to enhance performance and development.
- **Shift Coordination:** Facilitate pre- and post-shift huddles to ensure clear communication and alignment of team goals.
- **Reporting and Communication:** Compile and send daily reports, updates, and key performance indicators (KPIs) to management for continuous improvement.
- **Team Management:** Oversee and manage multiple teams, ensuring effective operations and collaboration.

TaskUs (Clark, Philippines)

May 2019 - March 2022

Customer Support (DoorDash)

- **Order Processing:** Efficiently manage and process customer orders via email, ensuring accuracy and timely fulfillment.
- **Customer Support:** Provide exceptional support by responding to customer inquiries via email and chat, delivering prompt and helpful solutions.

Dubai, UAE

HR Admin (BSB Cleaning Services)

November 2016 - November 2017

Receptionist (Parzel Express Logistic)

October 2015 - September 2016

Infosys BPO LTD (BGC, Taguig City)

November 2013 - September 2015

Senior Process Associate (Dairy Crest, Milk&More)

- Responding to customer's queries via call & email.
- Taking orders via call.

Arriva Medical (BGC, Taguig City)

May 2013 - November 2013

Patient Renewal Specialist

- Contacting existing patients to renew diabetes supplies.
- Managing and maintaining patient's database.

Concentrix (Shaw Blvd, Mandaluyong City)

October 2012 - April 2013

Technical Support Representative (HP & Microsoft)

- Responding to customer's queries via call.
- Managing and maintaining client's database.

Teletech (San Fernando, Pampanga)

December 2011 - September 2012

Customer Service Representative (T-Mobile USA)

- Responding to customer's queries via call.
- Managing and maintaining client's database.

Teleperformance (Shaw Blvd, Mandaluyong City)

November 2010 - October 2011

Customer Service Representative (Boost Mobile USA)

- Responding to customer's queries via call.
- Managing and maintaining client's database.

TRAINING & CERTIFICATE

- Red Cross Training - Basic Life Support - 2008
- HIPAA Certification - March 3, 2022
- OSH Certification - March 14, 2022
- Buildium Courses - June 6 - 10, 2022
 - 1.From Lead to Lease
 - 2.Entering Data for Rentals
 - 3.Account and User Settings
 - 4.Move-Ins and Move-Outs for Rentals
 - 5.Leasing Your Properties
 - 6.Tenant Screening
 - 7.ELease

AWARD

- *Be Curious Award* - Highest Score (Fishbowl) Assessment Score - November 29, 2019
- *BPS Star Performer Award* - January 24, 2020
- *Certificate of Appreciation* - February 24, 2020
- *BPS Star Performer Award* - April 30, 2020
- *Rockstar of the Year* - Support Role - October 13, 2020