

NELSON PARAISO JR

Objective

Results-driven Virtual Assistant with hands-on experience in real estate cold calling and lead qualification. Skilled in engaging motivated sellers, following scripts, booking qualified appointments, and maintaining accurate CRM records. Reliable, tech-savvy, and KPI-focused, with strong communication skills and a proven ability to support high-performing sales teams in fast-paced wholesale real estate environments.

Experience

Virtual Lead Managers, LLC | Cold Caller - September 2025 - Present

- Making outbound calls to existing leads to qualify interest in selling their property
- Handling inbound calls, identifying lead intent, and providing timely support
- Managing leads in CRM and phone systems, including creating, auditing and updating records
- Categorizing leads by type (e.g., missed/abandoned calls, voicemails, appointments booked, opt-outs, offers, cold leads)
- Following proven systems for lead follow up and nurturing and building relationships
- Conducting follow-up calls tailored scripts for cold, inbound, and existing leads.

Evergreen Properties | Cold Caller - September 2025 - January 2026

- Conduct outbound calls to potential sellers
- Qualify motivated leads to focus on serious prospects
- Perform consistent follow-ups to nurture relationships and move leads through the pipeline
- Update CRM with accurate lead details and status
- Support the sales team in streamlining processes and maximizing opportunities

Alorica | Customer Experience Agent - April 2023 - August 2025

- Delivered customer support and technical assistance for billing, account updates, and escalations with professionalism and accuracy.
- Promoted and sold insurance, 5G Home Internet, and subscription perks (Disney+, Apple One, Netflix, Max), driving revenue growth and customer satisfaction.
- Cross-sold and upsold additional lines and device services, enhancing customer connectivity and retention.
- Maintained accurate customer records and consistently achieved high satisfaction scores.

Teleperformance | Technical Support Representative - December 2019 - March 2023

- Delivered technical support for AT&T mobile, internet, and DirecTV services, resolving device and connectivity issues.
- Assisted with billing, activations, and disputes while maintaining accurate CRM documentation.
- Processed orders, returns, and warranty claims in compliance with policies.
- Handled escalations promptly, achieving high customer satisfaction and retention.

Concentrix | Customer Service Representative - February 2019 - December 2019

- Supported OnePlus mobile customers with activations, billing, and dispute resolution.
- Troubleshoot devices and connected products, ensuring fast issue resolution.
- Processed orders, returns, and warranty claims accurately and efficiently.
- Handled escalations professionally, maintaining strong customer satisfaction.

Education

College/Vocational

Osias Colleges Inc. 2014- 2018

Secondary level

Capalonga Parochial School 2010- 2014

Skills

- Customer Service & Client Support
- Technical Troubleshooting
- Cross-Selling & Upselling
- Billing & Account Management
- Calendar & Scheduling Management
- Email & Chat Support
- Data Entry & Documentation
- Research & Information Management
- Escalation & Dispute Resolution
- Organization & Time Management
- Problem-Solving & Critical Thinking
- Written & Verbal Communication
- Active Listening & Empathy
- Multitasking Under Pressure
- Accuracy & Attention to Detail
- Self-Motivation & Reliability
- Tech-Savvy & Quick Learning
- Microsoft Office Suite (Word, PowerPoint)
- Google Workspace (Docs, Sheets, Drive, Calendar, Meet)
- Knowledge in Podio, LeftMain Salesforce, REI BlackBook, and REsimpli.
- Experienced with dialer tools such as CallTools, CallRail, Enzo, and ReadyMode.
- Notion, Canva, Slack, MS Teams, Outlook, Zoom

