



Shara Marie Brua

VIRTUAL ASSISTANT

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San Juan Taytay, Rizal PH 1920

I am a Virtual assistant with more than eight years of experience with proper handling of different types of customers and proven experience in closing deals from various campaigns I've been with.

I love reaching my target deals each and every day. I love my job!

AREAS OF EXPERTISE

- Telemarketing
- Team Handling
- Coaching Team Members
- Cold calling
- Customer Service
- Email Handling
- Lead Generation
- Chat and text Representative
- Acquisition in RE and Insurance
- Data Entry
- Graphic Design thru Canva
- Content Creation
- Data Organization
- Scheduling
- Social Media Management
- Web research

WORK EXPERIENCE

VIRTUAL ASSISTANT (2018 - PRESENT)

- Real Estate Telemarketer and Admin / Team Leader (Clutch Investment LLC)
- Credit Repair Specialist (Coleman Financials LLC)
- Telemarketer (Deck Ready)
- Admin Assistant (Sharper Logistics LLC)
- Cold Caller (Howe Insurance) & (NofaFX)

BPO Companies in the PH (2011-2018)

- Customer Service Representative, Technical Support Representative, Billing Specialist, and Sales Rockstar

- Comcast
- Direct TV
- Telstra
- AT&T

ACADEMIC SUMMARY

AMA COMPUTER LEARNING CENTER

- Business and Office Administration
- (June 2009-March 2012)

Don Jose Ynares High School

- High School Diploma
- (June 2005- March 2009)

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TO WHOM IT MAY CONCERN

A business owner's time is precious, that's why I'm here to take care of the other tasks so you can focus on the much more important things to grow the business.

Before doing virtual assistance to entrepreneurs, I am a competitive customer service representative with more than 8 years of experience. I worked in some prestigious call centers and BPOs in the Philippines.

I've worked in sales, financial institutions, telecommunication companies, and many more, all in the US. There is no doubt that I can provide excellent customer service to your customers, aside from doing most of the tasks for the business.

In the whole span of my work experiences, I have developed a mindset to get the job done in a timely manner without taking quality for granted. Being optimistic and giving all the effort required for whatever task will be given. Most important is making the clients satisfied with having the job well done.

Accountable for the daily performance of the offshore VA team:

- Oversees the work scheduling and timesheet approval of the VA team
- Manages individual and team performance and initiates performance management measures as needed
- Maintains the highest quality standards by regularly reviewing calls and data captured, testing for accuracy and completeness, and identifying opportunities for improvement
- Continuous coaching of team members, maintains and regularly reviews coaching plans tailored to individual skills and competencies
- Drives efficiency savings by advocating best practices and identifying and implementing process improvements
- Acts as a role model and mentor by maintaining the highest professional standards
- Fosters an environment based on trust, teamwork, and empowerment leading to high levels of motivation and engagement and resulting in outstanding attendance and retention
- Partners with senior leadership to develop ongoing strategies for more aligned and efficient approaches to lead generation

I would be eager for the opportunity to meet with you and discuss my qualifications and your requirements in detail. Thank you in advance for your consideration and your time.

Looking for reasons to hire me as your virtual assistant?



- ***I'm dependable***

If I say I will do something, I will. I stick to my deadlines.

- ***I am a self-starter***

Once I know more about your business goals and values, I'll feel more at ease working independently on projects that will benefit your business.

Sincerely,

SHARA MARIE BRUA