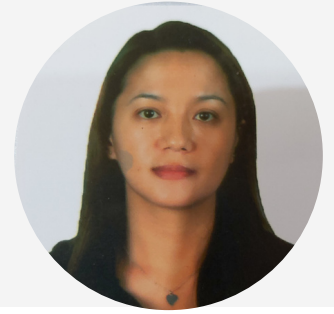


VIRGINIA EMPIL

V I R T U A L A S S I S T A N T



☎ +63 9301528581

✉ anchorwork2023@gmail.com

📍 8015 A Narra Street
Kias Baguio City
2600 Philippines

SKILLS

- Data Entry
- Skip Tracing
- Acquisitions
- Email, Chat and Sms Handling
- Social Media Management
- Property Management
- Data Entry
- Inbound/ Outbound calls
- Cold Calling
- Property Management
- Transaction Coordination
- Computer Literacy
- Strong Communication
- google docs/ google calendar

PROFILE

I have done all previous work with 100% client's satisfaction and worked in many organizations. I have a great passion for working as a VA and I have been doing this for several years. I believe that the professionalism that I have added with my passion will bring me a good career.

EXPERIENCE

VIRTUAL ASSISTANT

Sphere Rocket

October 19, 2022- August 12, 2023

- Skip tracing for property owners and data entry
 - Outbound and inbound calls to prospected leads in buying/ selling their property
 - Outbound and inbound calls to prospected leads for a rental property
 - Email and texting for follow ups
 - providing comparable to customers
 - Set up appointment schedules
 - Sending contracts for them to sign
- *used Podio, Zendesk, Asana, Brivity, Followup boss, Mojo, Ring Central, Openphone, Justcall

CSR/ SMS AND EMAIL HANDLING

Resolved CX

March 21, 2022- October 10, 2022

- Sms handling for elderly or anyone who wants to avail and try adult underwears and supplements the company offers
 - Make sure that all the inquiries are being answered
- **used H2

RESERVATIONS SPECIALIST

IHG (Intercontinental Hotels Group)

March 7, 2021- March 7, 2022

- Inbound calls assisting guests with inquiries, hotel bookings, and reservations
- replying to emails to the guests' bookings and reservations
- upselling rooms and services/ Offer partner assistance to valued guests

EDUCATION

COLLEGE

Saint Louis University
Baguio City
BS in Psychology
Undergraduate
2000- 2003

SECONDARY

Saint Louis Highschool- Philex
Padcal, Tuba, Benguet
1996-2000

ELEMENTARY

Philex Mines Elementary School Inc.
Padcal, Tuba, Benguet
1991-1996

SOCIAL MEDIA MANAGEMENT

Yukio Hishika

March 1, 2020- July 30, 2022

- Assisted customers in purchasing our products online via Instagram and Facebook through live chats and on the page.-
 - Responding immediately to customers' messages and inquiries
 - Managing consumer interactions by ensuring timely responses to all comments, messages, reviews and visitors posts.
 - Knowledgeable enough regarding the product in order to provide the right service to the customer
- **Instagram and Facebook page

VIRTUAL ASSISTANT

Sun Power

April 1, 2020 - February 26, 2021

- Outbound calls for prospected customers in their interest for solar
 - Qualifying leads if they are eligible
 - Set up appointment schedules and calendar potential leads to clients
- ** Calendly, Podio, Calltools, BatchDialer, Mojo

FRAUD AND IDENTITY ANALYST

Citibank_ Concentrix

June 18, 2018 - March 15, 2020

- Taking inbound calls from clients/ customers
- Made sure that credit card holders' identities and transactions are safe

TECHNICAL SUPPORT

Pitney Bowes_ Sitel

July 31, 2017, to May 25, 2018

- _ Back office for email, chat for the shipping and mailing for businesses, government clients, enterprises, and some retail
- _ Also made outbound calls to advise the client where is their cargo and to track
- _ Processed debit and credit requested by the client and depending on the rules and regulations that must be implemented

CREDIT COLLECTIONS SPECIALIST/ PROPERTY MANAGEMENT SPECIALIST

TelSu _Telephone Support

February 14, 2014, to July 15, 2017

- Outbound calls for prospected customers in buying/ selling their property
- Email and chat with US clients regarding their monthly property rent
- Outbound calls for verification
- Source sales opportunities through inbound lead follow up
- Set up appointment schedules and calendar potential leads to clients