



Ma. Nitheresa Magdaline Pabuaya

Real Estate Cold Caller/ CSR

About Me

A proven-experienced, dedicated and trust worthy virtual assistant seeking to grow my knowledge and develop more of my skills to help your company grow. Well-organized individual with excellent communication skills and a team player.

Areas of Expertise

Email management, SM Management, Canva, Taking minutes of the meeting, CRM and Calendar Management, Phone Skills, Leads Generation, Data Entry, Research

Tools

Google Workspace, MS Office, Canva, Slack, Launch Control, Xencall or Readymode, REISift, Calltools, Podio, CallRail, Prop Stream, Batch Lead Stacker, Property Radar, Skip Matrix, Craigslist, Zillow, SM Apps, Hubspot, Trello, Salesforce

Skills

Email Management

- Excellent in proofreading emails for grammar and spelling
- Outstanding in organizing emails and monitoring them
- Ensure prompt and accurate communication via email

Social Media Management

- Handling social media accounts like FB, Instagram, LinkedIn, etc.
- Outstanding on scheduling posts in different platforms
- Excellent communication skills

CRM and Calendar Management

- Expert in using Trello, Hubspot and Google Spreadsheets
- Excellent in tracking objects and providing reports
- Outstanding in using Google Calendar, managing and creating schedules for a meeting

Content Creation

- Skilled in making an organized content calendar
- Creating good content for social media posts
- Good in providing detailed content creation framework

Leads Generation, Data Entry, Research

- Very proficient in typing and transcription
- Knowledgeable in using MS Office and Google Workspace
- Gather information, consolidate and update them
- Excellent in research and administrative tasks
- Have outstanding attention to details

Customer Service

- Outstanding in providing phone etiquette and customer service skills
- Excellent communication skills
- Perky and friendly in taking calls
- Detail-oriented and can do multitasking while talking on the phone

Experience

Kingdom Investments Inc. | Cold Caller/ SMS /VA

2019-2022

- Organized and detail oriented with it comes to prioritizing daily, weekly, monthly tasks
- Cold calling and texting homeowners and qualifying them into leads
- Knows how to handle rejections
- Doing property research, skip tracing, and updating their info in our system
- Updating CRM which is Podio
- Manage inbox and scheduling events via Google Calendar
- Familiar with CRM's : Trello, Hubspot, etc.
- Creating content via Canva posting them to all SM platforms

Sykes Asia Inc. | Customer Service Rep / TSR

2014-2019

- Answering queries from customers checking on their orders and all order-related and account-related issues
- Build some rapport or building connections with the customers
- Assisting them with their concerns such as connectivity issues
- Perform diagnostics and some troubleshooting steps with the customer
- Processing refunds and replacements
- Provide great customer skills and leave them happy with the services we provided

My Contact

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📍 Mandaue City, Cebu Philippines

Education Background

● University of Cebu

Bachelor of Secondary Education- English
2019