



Teith Villablanca

VIRTUAL ASSISTANT

CONTACT



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ABOUT ME

Hard-working, creative and proactive. Works well with technology and software programs that enables me to effectively conduct my duties and deliver high quality work under minimal supervision. Versatile, confident, decisive and experienced communicator. Has the ability to work in a fast-paced virtual environment. Can manage priorities and deadlines accordingly.

COMPETENCES

- Proven experience as an assistant working remotely or relevant role
- Excellent phone, email and instant messaging communication skills
- Answer emails and phone calls
- Schedule appointments
- Make cold calls to generate leads from a provided spreadsheet
- Create content to post on the company's social media channels
- Conduct online research to find address and contact details for a given list of companies
- Experience with Podio, Salesforce, Call rail, Smrtphone dialer and Launch Control - Text platform
- Excellent time management
- Solid organization skills

REFERENCES

Available upon request.

EDUCATION

Tagoloan Community College

Bachelor of Arts in Social Science
2008-2010

Training and Seminars

REVA Global - Real Estate Virtual Assistant
Batch 74 - 2021

WORK EXPERIENCE

Real Estate VA | 2021 - present

Responsible for providing remote assistance to partners. Mainly focusing on managing text platform and doing prospecting by sending SMS in batches and calling possible leads to be added in the pipeline. Duties includes conducting research and organizing data, interactive with customers or clients. Setting up appointments and updating calendars.

Customer Service Representative | Teleperformance | 2019 - 2021

Mainly responsible for managing various customer issues depending on account assignment; transactions can be related to billing and collections support, client inquiries, product support or inbound sales.

Live Chat and SMS Support/ Subject Matter Expert | Hinduja Global Solutions (HGS) | 2016 - 2019

Show a comprehensive knowledge of products and services and their competitive advantages through continues self-improvement and following quality standards. Providing knowledge, resources and information to support agents. Coaching and training agents on improving Customer Interaction and offering advisors guidance.

Lead Generation Team Leader | ADZ BIZTEL Support Marketing | 2015 - 2016

Support daily direction and communication to employees so that transfer calls are answered in a timely, efficient and knowledgeable manner. Set up action plan, support and motivate team members to achieve individual and team target. Managing clients and their needs w/ company's services (Mitigating concerns, anticipating growth, identifying patterns, handling situations, high-level escalations, negotiations, etc.)