

HAZEL ROSE DENOSTA

VIRTUAL ASSISTANT



PROFILE

Adept in handling various tasks on a daily basis, while consistently resolving client issues in a short time span.



SKILLS

Creative



Teamwork



Innovate



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hazden018@gmail.com



Hazel Rose Denosta



EXPERIENCE

May 2023 | Chicks & Bricks Property Group LLC

Home-based Freelance - Admin (Virtual Assistant)

- Scheduling appointments for showings.
- Add new listing on MLS and StreetEasy.
- Social Media Management
- General transaction management
- Create CMA Reports
- Handles rental properties

2017-2021 | Legacy Research Group

Home-based-Freelance - Admin (Virtual Assistant)

- Respond to emails and phone calls
- Schedule meetings
- Manage a contact list
- Prepare customer spreadsheets and keep online records
- Organize client's calendars
- Perform market research
- Create presentations, as assigned

2011-2017 | Citi Bank US

Fraud Analyst

- Assisting employees with debit pay card issues such as direct deposit inquiries, terms and conditions on the account, balances, lost/stolen, pending authorizations, and transaction history.
- Providing employers assistance with resolving their employee's problems with pay cards given.
- VOC at an average of 92% based on customer surveys. AHT is at 210 seconds average per day



EDUCATION

2008-2010 - Bachelor of Electrical Engineering

- University of Cordillera