



MA. YASMIN C. SARIO

CONTACT

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EDUCATION

2000-2003

UNIVERSITY OF THE
PHILIPPINES - DILIMAN

- Certificate in Theater Arts

1999-2000

AGO MEDICAL & EDUCATIONAL
CENTER

- BA in Mass Communication

SKILLS

- Analysis
- Administration
- Calendar & Email Management
- Cold Calling & Lead Generation
- Communication
- Corporate Travel Management
- Customer Service
- Events Coordination & Management
- Organization
- Order Management
- Teamwork
- Time management

PROFILE

I am a dedicated professional with extensive experience in customer service, travel consultancy, and virtual assistance. I bring a unique mix of skills and a strong commitment to achieving outstanding results in every role I take on. My background includes data entry, lead generation, virtual training, customer retention, case management, order management, organization, and administration. In my previous position as a Corporate Travel Consultant, I efficiently managed travel arrangements and coordinated corporate events, showcasing my ability to navigate complex logistics while ensuring client satisfaction.

PROFESSIONAL EXPERIENCE

■ Sr. Associate - Ops

Nov 2022 - Nov 2023

WNS Global Services (Quezon City, Philippines)

- Effectively addressed and resolved clients' urgent travel challenges during after-hours operations.
- Managed the travel booking process, which included arranging car rentals, hotel accommodation, and flights. Handled changes, cancellations, voids, and complex issues while ensuring compliance with each corporate client's travel policy.
- Successfully coordinated logistics for large groups, including flight arrangements, airport transfers, and hotel accommodations, in collaboration with team members and event coordinators.

■ Training Associate

Feb 2021 - Dec 2021

VirtuallyinCredible (Remote)

- Conducted training for new hires and cross-training employees on company policies and call/email handling.
- Upgraded training materials and created new print and video resources.
- Developed quizzes and assessments to evaluate proficiency and identify improvement areas.

■ Virtual Assistant (Tenant Screening & Lead Generation)

VirtuallyinCredible (Remote)

Jun 2020 - Feb 2021

- Conducted comprehensive screenings of tenant applications through meticulous background checks, employing thorough online research and effective communication with former landlords and employers.
- Successfully met project deadlines through proficient daily multitasking and prioritization of tasks.
- Diligently qualified B2B leads through extensive research and targeted outreach efforts.
- Executed cold calling and email outreach as part of a secret shopping initiative to collect insights regarding customer service and operational standards.
- Managed a sales pipeline with spreadsheet tracking and HubSpot.
- Provided regular updates and reports to management to facilitate informed decision-making and strategic planning.

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TOOLS & SOFTWARE

- **CRM:** HubSpot, Salesforce, Podio
- **Property Management:** AppFolio, Buildium, Propertyware, RentScreener
- **Design:** Canva, Capcut, Kinemaster
- **Communication:** Google Meet, MS Teams, Slack
- **Virtual Meetings:** RingCentral, Skype, Zoom, Trello
- **Travel:** Amadeus, Sabre
- **Productivity:** Microsoft Office
- **Google Suite:** Google Workspace

CERTIFICATIONS

- Fair Housing Law I (Grace Hill)
- Fair Housing Law II (Grace Hill)
- Marriott Hotel Sales Specialist
- GDS Amadeus Training

LANGUAGES

- English (Fluent)
- Filipino (Fluent)

PROFESSIONAL EXPERIENCE

- **Customer Relations Associate - Retentions** Apr 2017 - Jun 2018
Accenture (Quezon City, Philippines)
 - Applied critical thinking to analyze problems and make informed decisions.
 - Followed up on inter-departmental escalations to improve customer retention.
 - Delivered personalized support by customizing solutions to client needs.
 - Identified upselling and cross-selling opportunities based on customer data trends.
- **Customer Support Associate - Case Management**
Convergys (Quezon City, Philippines) Jun 2014 - Jan 2015
 - Effectively resolved client issues by actively collaborating with agents across various departments through phone and email, ensuring strong business retention.
- **Senior Travel Consultant (Corporate)** Feb 2006 - Nov 2012
Regency Travel and Tours (Doha, Qatar)
 - Coordinated complex international travel arrangements to ensure seamless experiences for business travelers.
 - Negotiated competitive rates to offer optimal travel options, improving customer satisfaction.
 - Developed and Implemented strategies to reduce travel costs for corporate accounts and coordinated logistics for group tours.
 - Assisted clients in obtaining necessary visas and documentation for international travel, ensuring compliance with regulations to avoid delays.
 - Organized and hosted several corporate events.