



KRISTINE BALASTA

VIRTUAL ASSISTANT

✉ kristinebalasta@gmail.com

☎ +63 966 851 7300

📍 8th St. Block 13 Lot 16 Deca Homes
Naga Subdivision, San Felipe, Naga
City, Philippines

EDUCATION

BS Environmental & Sanitary
Engineering

Partido State University

2020 -2026

SKILLS

- Sales Strategies
- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Team Collaboration
- Attention to Details

LANGUAGE

English

Filipino

About Me

Efficient, result-oriented and extremely motivated to constantly develop my skills and grow professionally. Has a cheerful personality, loves to express my ideas through writing, and is open for new learning opportunities. I am confident in my ability to follow instructions and to produce quality work output that is required of me

WORK EXPERIENCE

Sept 2021 – Present

Concentrix Philippines

Senior Recruiter

- Generates leads all across talent-sourcing channels.
- Design programs/Analyses and initiatives to target leads on a daily basis.
- Conduct Interviews of candidates.
- Assess if they are fit for the programs of the site based on the minimum hiring requirements

May 2021 – Dec 2024

Neowork LLC | USA

Virtual Assistant

- Develop and maintain relationships with key stakeholders to ensure that all lead sources are properly identified, tracked, and optimized in order to maximize revenue.
- Work closely with sales managers/Salesforce representatives to develop strategies to drive conversion rates across multiple channels.
- Handles the leads in Gorgias and Shopify

Credit Repair Specialist

Liberty Financial Solutions – Aug 2022 – Dec 2024

- Analyze Credit Reports: Review credit reports from major bureaus (Experian, Equifax, and TransUnion)
- Identify inaccuracies, negative items, or areas that may be dragging down the credit score.
- Educate clients on how to improve and maintain a healthy credit score, including strategies for managing credit utilization, making timely payments, and reducing debt.



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TRAININGS

- General Virtual Assistant, Social Media Marketing, Real Estate Virtual Assistant
- Leads Generation and SEO Training
- Team Leadership Training - Introduction to Project Management

TOOLS

- Google Suites
- Google Docs
- Microsoft Office
- Canva
- Workday
- Gorgias
- Shopify
- Asana

Marketing Specialist/ Cold Caller

Advocate Health Staffing - August 2021 - March 2022

- Contact potential clients over the telephone to generate appointments.
- Provides advice as to how to best reach the target market.
- Prepares common sales objections and build enough interest to close for the appointment.
- Prepares and sends emails to potential clients to educate the value of our services.

November 2018 - January 2021

Quantrics Enterprise Inc

Sales Representative

- Handles customer's concerns with their billing and conduct basic troubleshooting procedure over the phone.
- Pitch and sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.

March 2016 - March 2018

Bicol Medical Center

Administrative Assistant

- Data entry Scheduled and coordinated appointments and events of the supervisor
- Taking notes and minutes in meetings
- Manage email Answering and directing phone calls to relevant staff

March 2015 - March 201

Sutherland Global

Customer Service Representative

- Addressed customer service inquiries in a timely fashion
- Achieved a customer satisfaction rating of 98%
- Provided input in improving internal processes

March 2013 - March 2015

Local Government Unit of Pamplona

Administrative Assistant

- Data entry Scheduled and coordinated appointments and events of the supervisor
- Taking notes and minutes in meetings Manage email
- Answering and directing phone calls to relevant staff