

Louise Nikki Asilo

Objective

To acquire a position in an organization with an opportunity for professional growth where advancement is based upon skills and contributions.

Experience

Part Time Executive Assistant | Berrington Snow Management, Inc (Holbrook, NY)[October 2020-January 2025]

- o Research based on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed company emails.
- o Email management.
- o Calendar management.
- o Data management.
- o Project management.
- o Team management.
- o Order processing.
- o Invoicing and bookkeeping.
- o Accounts receivable.
- o Social media management.
- o Contract preparation and proof-reading.
- o Property management.
- o CRM management.
- o Website maintenance.

Executive Assistant | Intrizen (Naples, FL)

[January 2024 - January 2025]

- o Research based on assigned projects.
- o Travel arrangements and planning..
- o Managed company emails.
- o Email management.
- o Calendar management.
- o Data management.
- o Project management.
- o Team management.
- o Invoicing and bookkeeping.
- o Accounts receivable.
- o Social media management.
- o Contract preparation and proof-reading.
- o Property management.
- o CRM management.
- o Website maintenance.

Accounts Receivable and Payable Admin | Pendant Automation (Havre de Grace, MD)[May 2024 - December 2024]

- o Order processing.
- o Invoicing and bookkeeping.
- o Accounts receivable.
- o Accounts payable..
- o Contract preparation and proof-reading.
- o Account reconciliation.
- o CRM management.

Part Time Project Manager | Brazilian Best Tile (Stuart, FL)

[June 2024 December 2024]

- o Research based on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed company emails.
- o Email management.
- o Calendar management.
- o Data management.
- o Project management.
- o Team management.
- o Order processing.
- o Invoicing and bookkeeping.
- o Accounts receivable.
- o Social media management.
- o Contract preparation and proof-reading.
- o Property management.
- o CRM management.
- o Website maintenance.

Executive Assistant | Surf Coast Concrete Sawing (Torquay, VIC, AU)

[January 2024 - November 2024]

- o Research based on assigned projects.
- o Email management.
- o Calendar management.
- o Data management.
- o Project management.
- o Team management.
- o Order processing.
- o Invoicing and bookkeeping.
- o Accounts receivable.
- o Social media management.
- o Contract preparation and proof-reading.
- o Property management.
- o CRM management.

Part Time Onboarding Specialist | Innovate Medical (Brisbane, AU)

[January 2024 - May 2024]

- o Onboarding administration
- o Compliance, policies and procedures review
- o Logistics management
- o Timesheet and credential management
- o Reference checks
- o Profile support and data entry
- o Doctors' placement and support
- o Business rewards
- o After hours care

Part Time Marketing Data Assistant | ArchitectNow LLC (St. Louis, MO)

[January 2024 - May 2024]

- o Gather marketing data of leads
- o Harvest leads daily and upload the data to the marketing platform
- o Send daily reports on marketing activities

Part Time Onboarding Specialist | Innovate Medical (Brisbane, AU)

[January 2024-May 2024]

- o Onboarding administration
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- o Profile support and data entry
- o Doctors' placement and support
- o Business rewards
- o After hours care

Part Time Executive Assistant | Dr. Sunil Budhrani (*Washington DC*)

[January 2021-February 2024]

- o Researched based on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed personal emails.
- o Calendar Management.
- o Data management.
- o Responsible for giving reminders from time to time.
- o Invoicing and bookkeeping
- o Accounts receivable

Part-Time Executive Assistant & Project Manager | The Durkin Group LLC (*New Milford, CT*)[October 2022-May 2023]

- o Researched based on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed company emails.
- o Audio and video editing.
- o Calendar Management.
- o Data management.
- o Responsible for giving reminders from time to time.
- o Uploaded podcast to the platform.
- o Schedule podcast recordings and launch dates.
- o LinkedIn Outreach.
- o Lead Generation.
- o Podcast management.

Part-Time International Students Coordinator |ACIT-IFTV (*Brisbane, Australia*) [May 2022-September 2022]

- o Managed company emails.
- o Managed student database / CRM.
- o Created marketing campaigns and brochures.
- o Social media management.
- o Manage systems for students and back-office support.
- o Responsible for the processing of all contracts while effectively communicating with students, agents, and agencies to ensure that fiduciary service is delivered throughout the process.
- o Responsible for keeping the team updated on the progress of all contracts and advises team members when they need to become involved in negotiations or problem resolution.
- o Acted as international students' point of contact.
- o Responsible for international students' after-sales support.

Part-Time Technical Support Representative | Global Health Inc (*Brisbane, Australia*) [April 2022-April 2023]

- o Research based on assigned projects.
- o Assisted clients on their desktop software apps through Remote desktop access.
- o Provided customer and technical support to clients.
- o Activated subscriptions.

Part-Time Property Manager |Parekh Rental Management (*Newark, NJ*)

[February 2022-April 2023]

- o Managed company emails.
- o Managed database / CRM.
- o Built landing pages.
- o Manage rental systems.
- o Responsible for the processing of all contracts while effectively communicating with tenants.
- o Responsible for keeping the team updated on the progress of all contracts, repairs, renovations, and permits and

- o advises team members when they need to become involved in negotiations or problem resolution.
- o Assures that all disbursements, filing, and procedures take place.
- o Bookkeeping.
- o Property management such as rental fees collection, ensuring bills are paid on time, repairs and maintenance, and others.

Part-Time Lead Manager |Greg Buys Houses (*Pensacola, NJ*)

[April 2022-May 2023]

- o Answered company calls and emails.
- o Social media management.
- o Lead generation.
- o Skip tracing.
- o Appointment setting.
- o Manage systems for sellers, buyers, database management, and back-office support.
- o Keep Sellers updated by making weekly phone calls.
- o Responsible for keeping the team updated on the progress of all contracts and advises team members when they need to become involved in negotiations or problem resolution.
- o Maintained website.

Chat Support Team Lead (Live Chat / Email) |6 Ice LLC (*Onatrio, Canada*)

[August 2020-March 2022]

- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Agents and Management Staff.
- o Took escalated live chats.
- o Approved and Processed special payment arrangements.
- o Managed the Service Level.
- o Provided coaching to agents based on the live chats and emails monitored.
- o Supervised 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Tracked the productivity of Remote Agents.
- o Analyzed real-time live chat and email trends.
- o Processed refunds, cancellations, and high risk transactions.
- o Monitored shipping and handling.
- o Managed Shopify.
- o

Part-Time Client Relations Manager |Goldsoil Realty Investments (*Austin, TX*) **[March 2021-March 2022]**

- o Recommended procedural and operational guideline changes to improve communications efficiency.
- o Provided administrative support to the Management Staff.
- o First point of contact of the sellers.
- o Negotiated with sellers after the offer had been sent.
- o Prepared revised offer and maintained constant communication with the interested seller.
- o In charge with text campaigns and following up with the sellers after the offer had been sent.
- o Performed other duties as assigned by management.

Team Lead |Central Billing (*San Francisco, CA*)

[September 2020-December 2021]

- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Agents and Management Staff.
- o Took escalated calls.
- o Approved and Processed special payment arrangements.
- o Managed the Service Level.
- o Provided coaching to agents based on the calls monitored.
- o Supervised 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Generated hourly, daily, weekly and monthly reporting while identifying trends and providing analysis.
- o Executed the intraday service level plan and communicated with all levels of management regarding operational issues and impacts.

- o Tracked the productivity of Remote Agents.
- o Analyzed real-time call trends.

Part-Time Executive Virtual Assistant |The Legacy Home Team (*Plano, TX*) [June 2020-June 2021]

- o Managed company emails.
- o Managed database / CRM.
- o Created marketing campaigns and Open House campaigns.
- o Social media management.
- o Built Agent Site.

Part-Time Executive Virtual Assistant |Haiyan Real Estate Team - (*Sacramento, CA*)[November 2019-December 2020]

- o Managed company emails.
- o Managed database / CRM.
- o Created marketing campaigns and Open House campaigns.
- o Social media management.
- o Built Agent Site.
- o Manage systems for sellers, buyers, database management, and back-office support.
- o Responsible for the processing of all contracts through closing while effectively communicating with clients, agents, and vendors to ensure that fiduciary service is delivered throughout the closing process.
- o Responsible for keeping the team updated on the progress of all contracts and advises team members when they need to become involved in negotiations or problem resolution.
- o Assures that all post-closing disbursements, filing, and procedures take place.
- o Maintained website.
- o Transaction coordination.

Part-Time Executive Virtual Assistant |Manhattan Home Design (*New York City, NY*)[July 2019-October 2019]

- o Researched base on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed personal emails.
- o Bookkeeping.
- o Calendar Management.
- o Order tracking.
- o Responsible for giving reminders from time to time.

Part-Time Personal Assistant |Nicole Bragandi (*San Francisco, CA*) [July 2019-September 2019]

- o Researched base on assigned projects.
- o Travel arrangements, hotel reservations, booked flights and created travel itinerary.
- o Managed personal emails.
- o Bookkeeping.

Part-Time Support Admin | Positive Intelligence, Inc. (*San Francisco, CA*) [October 2018-August 2019]

- o Responded to customer service requests in HelpScout (helpscout.net).
- o Responded to customer through chat
- o Data lookup/entry in Infusionsoft & Wordpress.
- o Data analysis/entry into Google Spreadsheets, Google Docs or others.
- o Other miscellaneous tasks that can be performed online.
- o Processed refunds and cancellations.
- o Activated podcast subscription.
- o Uploaded podcast to the platform.
- o Schedule podcast recordings and launch dates.

Executive Virtual Assistant |Recon Realty, LLC (*Fort Worth*) TX] [May 2018-July 2019]

- o Managed company emails.
- o Managed calendar of the CEO.
- o Answered company calls.
- o Social media management.
- o Appointment setting.

- o Manage systems for sellers, buyers, database management, and back-office support.
- o Keep Sellers updated by making weekly phone calls.
- o Responsible for keeping the team updated on the progress of all contracts and advises team members when they need to become involved in negotiations or problem resolution.
- o Property management such as rental fees collection, ensuring bills are paid on time, repairs and maintenance, and others.
- o Maintained website.
- o Transaction coordination.
- o Travel arrangement.

Part-Time Verifications Team Lead | Kraken, Inc (*San Francisco, CA*)

[March 2017-September 2018]

- o Verified and validated customer data and bank accounts as part of KYC for Crypto currency Exchange.
- o Set clients to different Tier levels depending on their application.
- o Submitted verification for OFAC matches.
- o Prevented Fraud and Money Laundering.
- o Processed held deposits and answered emails thru Zendesk.
- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Agents and Management Staff.
- o Managed the Service Level.
- o Provided coaching to agents based on the tickets monitored.
- o Supervised 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Generated hourly, daily, weekly and monthly reporting while identifying trends and providing analysis.
- o Executed the intraday service level plan and communicated with all levels of management regarding operational issues and impacts.
- o Tracked the productivity of Remote Agents.
- o Analyzed real-time call trends.

Support Engineer I |DTCC (*Makati City*)

[April 2017-September 2017]

- o Served as expert in the products that the manufactures and develops.
- o Found solutions to problems with the products and helped customers work through technical difficulties.
- o Filed reports regarding product problems.
- o Researched on technical issues.

Senior Global Customer Care Specialist |Visa, Inc.

[March 2016-November 2016]

- o Assisted customers globally with emergency concerns services provided by Visa.

Technical Support Team Lead |ATT Uverse

[April 2015-November 2015]

- o Assisted customers with concerns that range from connectivity and usability to overall 2nd level technical support and troubleshooting of their ATT U-verse Services.
- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Agents and Management Staff.
- o Took escalated calls.
- o Approved and processed special payment arrangements.
- o Managed the Service Level.
- o Provided coaching to agents based on the calls monitored.
- o Supervised 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Generated hourly, daily, weekly and monthly reporting while identifying trends and providing analysis.
- o Executed the intraday service level plan and communicated with all levels of management regarding operational issues and impacts.
- o Analyzed real-time call trends.

Part-Time Online English Tutor |51Talk (*Work from Home*)

[February 2012-April 2016]

- o Guided and taught Chinese students' on spoken English online.
- o Corrected and improved students' grammar usage and mispronunciation.
- o Helped students widen vocabulary words and introduce them to new words and phrases.

Self Employed | Kimi's Pares and Tapsi

[September 2012-May 2016]

- o Managed own fast-food restaurant. Handled deliveries, inventories and operation.

Personal Assistant | Odesk (*Work from Home*)

[June 2012-September 2013]

- o Wrote, submitted, and back links articles as needed.
- o Updated social media such Twitter and Facebook accounts.
- o Took order from the customers.
- o Back linked of websites.
- o Performed other related duties as assigned.

Virtual Receptionist | Virtual eStaff (*Work from Home*)

[May 2012-October 2012]

- o Responded to client's inquiries as a virtual receptionist and gives directions to the office of the person concerned.
- o Performed other related duties as assigned.

Financial Market Data Analyst | Thomson Reuters

[October 2011-March 2012]

- o Responded to client's phone inquiries regarding Market Data.
- o Assisted clients in different functionalities of Thomson One installed in their desktop and online access.
- o Assisted client in password reset for their systems.
- o Performed other related duties as assigned.

Dispute by Phone Team Lead | JPMorgan Chase

[February 2009-June 2011]

- o Responded to clients' inquiries regarding disputes via telephone and/or email.
- o Completed disputes according to internal service levels and Visa/MasterCard regulation rules and time frames.
- o In this position, it is essential that all disputes are processed accurately and timely.
- o Resolved problems identified by the client regarding disputes.
- o Performed other related duties as assigned.
- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Agents and Management Staff.
- o Took escalated calls.
- o Approved and processed special payment arrangements.
- o Managed the Service Level.
- o Provided coaching to agents based on the calls monitored.
- o Supervised 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Generated hourly, daily, weekly and monthly reporting while identifying trends and providing analysis.
- o Executed the intraday service level plan and communicated with all levels of management regarding operational issues and impacts.
- o Analyzed real-time call trends.

Senior Collections Representative | Encore Receivable-Convergys

[October 2007-December 2008]

- o Skip traced and tracked customer's contact information, delinquent accounts, payment plans and late fees.
- o Provided consultation on settlement opportunities and payment plans for credit card holders.
- o Processed and scheduled payments for credit card holders.

Fraud Analyst Team Leader | Convergys Services Phils.

[June 2006-September 2007]

- o Recommended procedural and operational guideline changes to improve communications and operational efficiency.
- o Provided administrative support to the Call Center and Management Staff.
- o Took escalated calls.
- o Managed the Service Level.
- o Provided coaching to agents based on the calls monitored.

- o Supervised cluster / sub teams consisting of 5-10 agents.
- o Performed other duties as assigned by management.
- o Real time staff monitoring and movement.
- o Generated daily, weekly and monthly reporting while identifying trends and providing analysis.
- o Executed the intraday service level plan and communicated with all levels of management regarding operational issues and impacts.
- o Tracked the productivity of Call Center Agents.
- o Analyzed real-time call trends.

Fraud Analyst | Convergys Services Phils.

[July 2005-July 2006]

- o Reviewed potential fraudulent accounts for the prevention and detection of Fraud and verified account activity with customers over the phone.
- o The incumbent took appropriate action based on transaction characteristics on routine, less complex issues related to Customer accounts.
- o Experience was gained through training and following established procedures and guidelines.
- o Had minimal decision-making ability which directly affected the customer experience.
- o Worked in a high-volume inbound call center environment reviewing potentially fraudulent transactions for the prevention and detection of Fraud.
- o Verified account activity with customers over the phone to determine if transactions or activity can be validated by our card holders.
- o Made decisions and took appropriate actions to minimize fraud losses and provide excellent customer service.

Education

College / Vocational [2000-2005]

Polytechnic University of the Philippines
Bachelor of Library and Information Science

Secondary level [1996-2000]

Trinity University of Asia

Skills

Real Estates principles	REO Principles and Practices Collections Experience
Proficient in computer Software Systems Quality Analysts	Project management
Phone, email and live chat handling	Audio and video editing
Chargebacks process	Business and Administrative Support
Customer Support and Experience	Client relations
Client retention	Team management
Negotiation skills	Podcast management
Transaction Coordination	Social Media management
Data management	Record keeping
CRM management	AML trained KYC expert
Bookkeeping and Invoicing	Cryptocurrency experience
Onboarding	Graphic designing
Property management	E-Commerce

Tools / Software

8x8

Adobe

Alexa

Loom

Market Report

Microsoft 365

Appfiles

Appfolio

Calendly

CallRail

Canva

Citrix

CMS Advisor

Disclosure.IO

Docusign

DropBox

eEdge

FollowUpBoss

Google Calendar

Google Cloud Print

Google Docs

Google Sheets

Google Voice

GSuite

Helpwise

Homeligh
t

Homesna
p

Hubspot

Infusionsoft

Investorcarrot

Jobber

KW Command

LexisNexis

MLS

Notion

NTREIS

Office365

Outlook

Project X

Quickbook

RealFlow

Realscout

Rebtel

Rent

Manager

Rentalution

RingCentral

Salesforc

e

Shopify

Skype

Slack

Total View

Tradify

Trello

UberConference

vFlyer

Xero

Zendesk

Zip Flyer

Zoom