

# Davy Ann Sahai

+639954846887 • davysahai1@gmail.com • <https://www.linkedin.com/in/davy-sahai-b77224237/>

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## PROFESSIONAL SUMMARY

Adaptable professional with a proactive "can do" attitude. A fast learner and resourceful executive Virtual Assistant, skilled at multitasking and prioritizing tasks in remote settings. Committed to delivering exceptional service, I excel in problem-solving and building strong client relationships.

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## SKILLS

- Data Entry
  - Calendar Management
  - ADHOC
  - Blog Posting/Content Writing
  - Cold Calling
  - Email Management
  - Customer Service
  - Warm Calling • Appointment Setting  
ement
  - Time Management
  - Lead Generation • Inbox Manag
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## CORE COMPETENCIES

- Google Workspcae
- Calendly
- Monday.com
- GoHighLevel
- Microsoft Office
- 1Password
- Hubspot
- Doodly
- WordPress
- Canva
- Salesforce
- GDS Sabre

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- Slack
  - Zoom
  - Mojo Dialer
  - Amazon Web Services
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## PROFESSIONAL EXPERIENCE

### Family First Life

Remote

#### *Appointment Setter*

*February 2024-April 2025 (night shift PH time)*

- Reached out to potential and existing clients to set appointments for insurance consultations, ensuring a smooth and professional first point of contact.
- Managed calendars and scheduled meetings for agents, making sure all appointments were well-organized and timely.
- Collected and confirmed basic client information to help agents prepare for calls and ensure productive conversations. • Updated records and tracked follow-ups using CRM software to keep the team organized and on top of leads.

### Crest Lawyers

Remote

#### *Administrative Assistant (Australia) Part-Time*

*March 2024-August 2024 2024 (dayshift PH time)*

- Format and prepare legal documents for conveyancing, last wills and testaments, power of attorney, and other legal matters, ensuring accuracy and compliance with Australian legal standards.
- Transcribe legal audio recordings, including client meetings and dictated notes, into clear, professional written documents.
- Maintain organized digital filing systems for client records and legal documentation using cloud-based tools.
- Perform data entry using Microsoft Word to draft and update legal documents with client-specific details.

### Customer Radar

Remote

#### *Advanced General Virtual Assistant (New Zealand) Part-Time*

*March 2023-September 2024 (dayshift PH time)*

- Entering and managing data accurately, with strong attention to detail and data integrity.
- Scheduling appointments, coordinating meetings, and managing calendars for multiple individuals.

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- Creating and formatting documents, spreadsheets, and presentations using productivity tools such as Microsoft Office or Google Suite.
- Ability to efficiently manage email correspondence, prioritize messages, and draft professional and concise responses.
- Familiarity with CRM systems to manage client information, track interactions, and support customer relationship management activities.

## **ProSource LLC**

**Remote**

### *Sales Associate*

*August 2023- November 2023*

- Conduct outbound cold calls to potential clients to generate new business opportunities.
- Establish and nurture relationships with key decision-makers in client organizations such Director of Nursing, Staffing Coordinator or Nursing Scheduler.
- Present staffing solutions and services to clients, highlighting the agency's capabilities and competitive advantages.
- Build and maintain a robust pipeline of prospective clients by researching and understanding their staffing needs.

## **Northern Value Group**

**Remote**

### *Inside Sales Associate*

*April 2022- February 2023*

- Data Entry and Management: Proficiency in accurately entering and managing data related to property listings, contacts, and transactions.
- Utilizing customer relationship management (CRM) systems and databases to manage client information, track leads, and maintain accurate records.
- Providing comprehensive administrative support to real estate professionals, including managing calendars, coordinating appointments, and handling documentation.

## **Doordash Inc.**

**Remote**

### *Sales Associate*

*August 2020-March 2022*

- Excellent verbal and written communication skills to effectively engage customers, explain product features, and handle inquiries or objections.
- Experience using customer relationship management (CRM) software to track customer interactions, manage leads, and maintain accurate sales records.
- Strong problem-solving skills to identify customer needs, offer appropriate solutions, and handle customer concerns effectively.

## **American Express Global Business Travel.**

**Pasay City, Philippines**

### *Travel Counselor*

*November 2017 - July 2020*

- Expertise in working with GDS platforms like Sabre to book flights, hotels, car rentals, and other travelrelated services.
- Ability to effectively plan and arrange travel itineraries, including flights, accommodations, transportation, and activities, based on client preferences and budget.
- Ability to adapt to changes in travel plans, unforeseen circumstances, and evolving travel regulations, while maintaining a positive and solutions-oriented approach.

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**Expedia Group Inc.**

**Makati City, Philippines**

*Customer Service Associate*

*October 2015 - November 2017*

- Strong customer service skills with a focus on providing exceptional service, resolving customer inquiries and concerns, and ensuring a positive travel experience.
- Excellent verbal and written communication skills to effectively interact with customers, colleagues, and travel partners, providing clear and detailed information and instructions.
- Proficiency in managing travel reservations, including booking changes, cancellations, upgrades, and special requests, while adhering to company policies and procedures.

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## EDUCATION

**ARELLANO UNIVERSITY**

Bachelor of Science in Nursing

2010-2016