



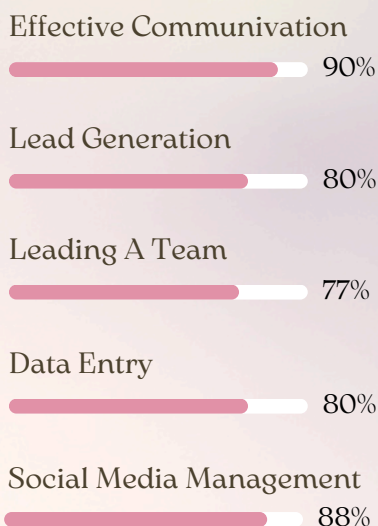
APPLE JOY ROLA

I am an accomplished professional with a robust background in team leadership, training, social media management, and virtual assistance. With a career spanning various roles and responsibilities, bring a wealth of experience and expertise to any organization.

EDUCATION

- CATBALOGAN NATIONAL COMPREHENSIVE HIGH SCHOOL
2011 - 2014
- BACHELOR OF ELEMENTARY EDUCATION
AMAR STATE UNIVERSITY
2014 - 2018

SKILL



CONTACT

- 09922080292 / 09456556342
- gamaskeyy@gmail.com
- Blk 19 lot 9 Legian 2 phase a
15th Cavite Imus

CRM TOOLS

Zendesk Sell

Omni

Remedy

HubSpot

Salesforce

Corelogic

id4

merealestae.com.au

EXPERIENCE

Team Leader/ Trainer

QwestBpo Philippines

Cebu City

Office Practicum January- June 5 2025

- Guide and support team members to achieve daily, weekly, and monthly targets.
- Monitor team performance and provide constructive feedback regularly.
- Coordinate task allocation and ensure timely project completion.
- Resolve conflicts and escalate issues when necessary.
- Motivate the team and foster a collaborative work environment.
- Report progress and updates to upper management.

Executive Assistant / Social Media Manager For US Client Credit Repair

Sept 2024- January 2025

Executive Support & Administration

Email & Calendar Management

Travel & Event Coordination

Project & Task Management

Document Creation & Editing

Virtual Communication Platforms (Zoom, Teams, etc.)

Research & Data Analysis

Time Management & Prioritization

Confidentiality & Discretion

Team Leader/ Escalation Team

WEBHELP PHILIPPINES

Aug. 2022-jul 2023

Issue Resolution: Addressing escalated customer complaints and ensuring timely and effective solutions.

Coordination: Working closely with various departments (e.g., customer service, technical support, sales) to gather information and resources needed to resolve issues.

Training and Development: Providing guidance and training to frontline staff on handling difficult situations and preventing escalations.

FREELANCE VIRTUAL ASSISTANT/ REAL ESTATE AGENT/ Trainer

WINGMAN AU Client Aug 2021- Oct 2024

Social Media Management:

Creating and scheduling posts, managing online interactions, and growing social media presence.

Bookkeeping: Managing invoices, tracking expenses, and maintaining financial records.

Content Creation: Writing blog posts, creating marketing materials, and editing content.

Research: Conducting market research, gathering information, and compiling reports.

Project Management:

Coordinating projects, setting deadlines, and ensuring tasks are completed on time.

EXPERIENCE

LEAD GENERATION/ DISPATCHER PROVIDER HEALTHCARE ACCOUNT

GLOWTOUCH PHILIPPINES 2023-2024

Conducting market research to identify potential leads through various channels like social media, online databases, and networking events. Outreach:

Contacting prospects via email, phone, or social media to gather information and gauge interest. Data Management: Maintaining accurate records of leads in CRM systems and tracking their progress through the sales funnel.

Reporting: Analyzing and reporting on lead generation metrics to measure success and identify areas for improvement.

Scheduling: Assigning tasks and managing schedules for field staff, drivers, or service personnel.

Monitoring: Tracking the location and status of personnel and assets to ensure timely completion of tasks

CUSTOMER SERVICE REPRESENTATIVE ALORICA PHILIPPINES MARCH-2019 MAY 2021

Customer Support: Answering customer inquiries via phone, email, chat, or social media, and providing accurate and timely information. Issue Resolution:

Addressing and resolving customer complaints, problems, and

concerns efficiently. Product Knowledge:

Maintaining a thorough understanding of the company's products or services to assist customers effectively.

CUSTOMER SERVICE REPRESENTATIVE

CONCENTRIX PHILIPPINES

AUG 2018- JAN 2019

Upselling and Cross-Selling: Identifying opportunities to promote additional products or services that may benefit the customer. Feedback Collection: Gathering customer feedback to improve service quality and inform product or service enhancements. Team Collaboration: Working closely with other departments to resolve complex issues and improve overall customer satisfaction.

B2b Sales Trainer/ Real Estate Trainer US Client Draftco

June 2021- January 2022

Assess Training Needs: Evaluate the training needs of individual sales professionals and the team as a whole. Teach Sales

Techniques: Instruct sales professionals on advanced sales techniques, negotiation strategies, and effective communication.

Create Training Material: Develop educational materials such as videos, manuals, and e-learning courses. Conduct

Skills Gap Analyses: Identify areas where agents need improvement and develop targeted training programs.