

Marivic Valmoria

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Objective

To be able to provide excellent, accurate service and to share my knowledge and experience with the company. Experience that offers an excellent organizational skills, deep insight into business procedures and strategies and exceptional communication skills, aimed at providing logistically correct administrative support to clients.

Experience

Fitness Workforce Admin Assistant | F45 Training Exchange Place Jersey [April 2019 - Present for 2 hours daily] 5pm-7pm PHT

This is an ongoing tasks everyday. Generating report everyday, performance metrics and members, daily update from new members, total members MTD and suspended. Responding to client email and text messages. Updating CRM for newly members and dates of their trial ends.

- CRM Management
- Responding to email
- Update CRM
- Update Ledger
- Sending text messages for follow up
- Generating report on a daily basis

Project Manager | EXIT TEAM

[Sept 2018 – Mar 15, 2019]

It's a Project base account I signed for 6 months. My Client is working with different business. They have Drop Shipping, Clothing Line and Buying Houses at the same time. They are good Investors who ask for my help to start up their platform as they were new in other line of business.

- CRM Management
- Follow up on Case Logs
- Experience in producing copy for digital, print and broadcast channels
- Monitoring Day to Day Keyword
- Comments review
- Remove negative seller feedback
- Request positive feedback for product review
- Tracking Expenses on QuickBooks
- Creating video presentation using PowToon
- Create Editable Flyers and Newsletters
- Create Editable Postcards
- Upload content on a newly built website (for each business)

Appointment Setter | 1kCAD

[June 2017 – Aug 2018]

It's a VA services where we were hired by individuals, usually they are Investors, Broker and Real Estate Agents. We do cold calling, prospecting and appointment setting. I was hired by Realtor/Investor who buys property as is (Cash Buyers). I also do lead nurturing.

- Cold Calling / Appointment Setting (FSBO, EXPIREDS, PRE FORECLOSURE, BUYERS and SELLERS)
- Phone Screening for Tenants

- Schedule Appointment for Client
- Calendar Management

General Virtual Assistant | My Out Desk

[May 2014 - May 2017]

It's a Real Estate Virtual Professional Services to Real Estate Agents in the US. I am responsible in General Administrative Tasks. Sending Reports, Creating Social Media Posts, Calendar Management, Website Management, Video Editing, Basic Photo Editing.

- Marketing Assistant – creating Social Media Posts using Canva, creating Newsletter, Podcasting for live webinars for the coaching members, Creating Brochure & Postcards (printable) using Publisher, Basic Photo editing using Photoshop. Adding posts in Zillow, Trulia, Craigslist, Realtor.com, and Redfin.
- Website management –Uploading content on our back end website.
- Data Entry – responsible on our ledger, input total sales
- Transaction Coordinator / Listing Coordinator – listing properties on MLS, Broker loading and Updating Listing Status (Paragon, flex mls, Matrix, Pinergy used Dotloop and Skyslope for document)
- Property Manager – Calling back interested tenants, sending welcome email, resolve issues for the tenants concern
- Market Analysis – Sending report to our possible buyer or seller (used MLS)
- Run Comparison, create Marketing Seller Report
- Email management – answering clients email inquiries
- CRM – organize client database (Follow Up Boss, Mail Chimp, Mojo, Five9, ZOHO, Market Leader, Realty Juggler, Commission CINC)
- Confirming appointment via Ring Central Softphone
- Calendar Management
- Cold call on Geo Leads Redx, Lead farming
- Appointment Setting / Cold Calling (Cash Buyers, Buyer, Seller, FSBO, Prospecting)

Senior Collections Specialists (Accounts Receivable) | INFOSYS BPO LTD.

[April 2013 - May 2014]

It's a Business to Business Financial Account, calling Accounts Payable specialists for collections. Assisting dispute when it comes to Purchase Orders and Invoices.

- Invoicing – create and edit invoices, assisting client in Purchase Order up until Collections.
- Reconciliation – account reconciliation, assisting and resolving dispute
- Email – Sending Collections email and follow up
- Outbound Calling – calling person handling payments (accounts payable) for follow up and clarification on the account information.

Collections Specialists | Genpact Services LLC

[June 2010 - April 2013]

It's a Business to Consumer Financial Account, calling auto mobile owners for collections. Assisting dispute and providing payment terms for past due accounts.

- Customer Service & Collections – Assisting consumer on their auto mobile payment loan. Assisting payment over the phone.
- Reconciliation – assisting consumer on their dispute, provide necessary solution.

Collections Associate | IQOR Philippines Inc.

[March 2008 - March 2010]

It's a Business to Consumer Financial Account, credit card collections and customer service.

- Customer Service & Collections – Assisting consumer on their credit card payment
- Handling Dispute – resolve and provide call resolution for each concern
- Assisting credit card application for new customers.

Customer Relation Associate | ICT Group Inc.

[December 2006 - February 2008]

It's a Business to Consumer Account, assisting consumer credit scores report.

- Customer Service – Assisting consumer on their credit score reports
- Handling Dispute – Resolve declined loans of the consumer
- Sending credit score reports to consumer

Education

College

[1999-2003] Graduate

AMA Computer College
B.S. Computer Science

Secondary level

[1995-1999] Graduate

Sacred Heart Institute

Skills

Team Management
Leadership
Well Organized
Communication
Risk Management
Critical Thinking
Real Estates principles
Proficiency with Microsoft Office software, including Word, Excel, PowerPoint, Communicator and Outlook
REO Principles and Practices
Financial Collections Experience
Proficient in computer Software Systems
Quality Analysts
Phone and email Handling
Social Media Marketing
Basic knowledge in Website Management
Basic Knowledge in Web Design
Intermediate in Photoshop
Transaction and Listing Coordinator
Capable of working under time pressure
Able to read, write and verbally communicate in English
Experience with Podio
Microsoft Office / word, excel, power point and publisher
Calendar Management
Database Management
Creating Sales reports

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