



Maria Corazon Macaculop

CONTACT

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Tagapo City of Santa Rosa Laguna,
4026

EXPERTISE

- Social Media Marketing
- ROI Calculations
- Marketing Strategy
- Customer Support
- Administrative Task
- Prospecting Leads & Businesses
- Coaching & Tracking Skills
- Transaction Coordination

REFERENCES

Jennifer Schaibly
COO | 3i Group LLC
3igroupllc@gmail.com

Anastasia Gray
Real Estate Broker/ Compass
+14259995065

MARIA CORAZON MACACULOP

Customer Support & Virtual Assistance

I am a mother of 3 that started my career as a customer service representative & in 2015 I shifted my career into a home-based job and became a virtual assistant mostly in the real estate field. From there I have developed being a fast learner & resourcefulness that makes me a great problem- solver. Multi-tasking is something I am very good at with an assurance of a quality outcome. As a VA I have closed several million dollar listings & gain a lot from my experience.

WORK EXPERIENCE

CUSTOMER SUPPORT REPRESENTATIVE

KGB Philippines formerly INFONXX

2007 to 2009

- Provide information by accessing alphabetical, geographical, or other directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

CUSTOMER SUPPORT REPRESENTATIVE & TEAM LEADER

TELETECH

2009 to 2015

T-Mobile & Telstra Support

- Provide information by accessing alphabetical, geographical, or other directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.
- Handling customer complaints. Maintaining customer records by updating their account information. Recommending potential products and services to suit a customer's needs.
- Submits full progress report of team members for evaluation & quality control. Attending escalated calls needs supervision.
- Submits full progress report of team members for evaluation & quality control.
- Tracking phone deliveries and returns via AAE website.

VIRTUAL ASSISTANT-LEASE ADMINISTRATOR

Preferred Property Management

2015 to 2016

- prepares leases/subleases and other related documents. Maintains and updates the lease activities in a database. Being a Lease Administrator maintains relationship with the landlords and occupants. Ensures accuracy of documents & records.
- Prepare contracts for the Landlords, tenants & property manager. Making sure it is signed properly & submitted in the right time.

VIRTUAL ASSISTANT- EVA

2015 to Present

Nexus Realty, Virtudesk, AA Northwest Team (Best Choice Realty, Anastasia Gray(Compass Realty)

- converts pre-qualified leads and generates new business with existing customers by using upselling tactics that ensure a great customer experience.
- overseeing a company's interactions with the public by implementing social media platforms' content strategies. Their duties include analyzing engagement data, identifying trends in customer interactions and planning digital campaigns to build community online.

VIRTUAL ASSISTANT , LEADS & AQUISITIONS MANAGER

3i Group LLC

2021 to Present

- Managed complex planning of projects from start to finish
- converts pre-qualified leads and generates new business with existing customers by using upselling tactics that ensure a great customer experience.
- collects and stores data on sales numbers, market research, logistics, linguistics, or other behaviors. Brings technical expertise to ensure the quality and accuracy of that data, then process, design, and present it in ways to help colleagues and management in making better decisions.
- Strategizes ways to improve getting more clients & appraises homeowners home value to make an offer.

EDUCATION

- Canossa School Santa Rosa
- High school 1999 to 2003
 - De La Salle University Dasmariñas
- College 2003 to 2005
- AB Broadcast Journalism