




## Renalyn Grace C. Doromal

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To leverage my 7 years of customer support work background, 2 years in online ESL teaching, and recent experience as a Virtual Assistant and Admin VA in real estate. Thus maximizing my potential, and skills - aiming for career growth, and becoming a successful and leading VA/employee.

### CONTACT INFO

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 Talisay City, Cebu, 6045  
Philippines

### CAREER SUMMARY

- CSR/Inbound/Outbound
- Lead Generation
- Pharmacy Helpdesk
- ESL Tutor
- Real Estate VA / RE Admin VA
- Cold caller
- Appointment Setter
- CRM/Database mgnt

### WORK EXPERIENCE

#### Real Estate Admin VA (Freelance/remote)

*May 2022 - Nov 2022*

- CRM/Database/Leads Management
- Data Entry
- Listing/Buyer Appointment Setting
- SMS/Email
- Sending contracts, report, strata and approved plans.

#### Freelancing (remote)

##### ***Real Estate VA || E-commerce VA || Customer service (remote)***

*Feb 2022 - May 2022*

- Cold calling
- CRM/Database/Leads Management
- Shopify and online store management
- Inbound/Outbound Calls || Chat support || SMS
- Calendar/Appointment Setting
- Sales
- Customer service
- Inbound/Outbound/Email/Ticketing

## WORK EXPERIENCE

## PERSONAL INFO

Renalyn Grace C. Doromal

Nick Name: Rena

Languages spoken:  
English/Filipino

### Real Estate Admin VA (remote)

#### **Brivity VA**

Nov 2021 - Jan 2022

- CRM/Database Management
- Warm/Cold Calling
- Appointment Setting
- Automation/SMS/Email
- Newsletter Editing

### Real Estate VA (remote)

#### **V1 Marketing and Training LLC**

Feb 2021 - Oct 2021

- Warm/Cold Calling
- Appointment Setting
- CRM/Database Management

### ESL/Online English Tutor (remote)

#### **UTalk Philippines**

5th Flr, Abanog Square, Abanog Street, Baguio City 2600

Jan 2020 - Dec 2020

- Beginner/Intermediate/Advanced Teaching

### ESL/Online English Tutor (remote)

#### **Bibo Global Opportunity Inc.**

Dec 2018 - Aug 2019

- Beginner/Intermediate/Advanced Teaching

### Pharmacy Helodesk

#### **Optum Global Solutions (formerly known as UnitedHealth Group) Sep 2015 - Nov 2018**

- Pharmacy Claims Processing
- Pharmacy Claims Troubleshooting
- Edits/Exemptions

### CSR Lead Generation

#### **Teleperformance (formerly known as Aegis People Support) Jul 2012 - Aug 2015**

Asiatown IT Park, Bohug, Cebu City

- Travel Account Specialist
- Retail Banking Specialist
- Mortgage Lead Generation



## REFERENCES

### **Madison Adams**

Former Client

madison@investsmarttn.com

(+1)601-213-7459

### **Konstantinos Koutras**

Former Client

koutras90@gmail.com

(+1)917-818-6259

### **Leslie June Lang-ayan**

Team Lead/Team Quality Manager

UTalk Philippines

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09954633874

### **Gian Franco Tecson**

Team Lead/UHG

Pharmacy Helpdesk Operations

Optum Global Solutions

09281971592

## EDUCATIONAL BACKGROUND

### **SOUTHWESTERN UNIVERSITY**

Cebu City, Philippines

Bachelor of Science in Business Administration -  
Marketing: Undergraduate (S.Y. 2009-2011)