

# MARIA ANTONIETA FIGUEROA TOLENTINO

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21 Philvirra Homes Tandang Sora QC

OBJECTIVE: To be able to provide excellent and accurate service to my client and to be able to share my knowledge and experience with the company.

## EXPERIENCE:

Rocket Station | Virtual Assistant [ November 2022 - Present ]

- Real estate cold caller and appointment setter
  - Follow a script-driven call flow and handle questions and objections
  - Gauge seller motivation
  - Input data into a Podio (CRM) form
- Real estate admin assistant
  - Source leads and perform skip tracing
  - Complete property research and comparative market analysis (comparables)
  - Create basic spreadsheets using Google Sheets
- Basic social media admin
  - Set up accounts for Facebook, Twitter, Instagram, and LinkedIn
  - Create and post content with and without Hootsuite
  - Perform basic graphic design using Canva
- Property management customer service
  - Manage basic maintenance work orders
  - Address general inquiries and coordinate transactions via phone and email

CSS Corp Customer | Engineer Support [ October 2021 - November 2022 ]

- Assisted customers thru chat
- Assisted customer stranded on the road
- Identified the service needed to send appropriate service provider to the customer
- Secured service provider by calling them and negotiate a reasonable rate
- Monitored status of service provider and ensured ETA is met, updated Customers if ETA expired and provided an updated ETA

ANC Delivery | Customer Experience Officer [ July 2022 - October 2022 ]

- Tracked daily deliveries and drivers status
- Ensured delivery on time and if there will be delay, notify store and the customer
- Responded to appropriate department or store for updates and important information regarding delivery updates thru email
- Booked deliveries and coordinated with the dispatchers, stores and customers

Joshua's Meat Shop (Owned Business) [ June 2014 - July 2021 ]

- Managed the overall operations of the store
- Monitored sales and inventory

VXI Phils, | Retention Officer [ April 2014 - June 2014 ]

- Assisted customers requesting to discontinue service
- Provided retention offers in order to keep customer's business

Concentrix | Resolution specialist [ October 2005 - May 2011 ]

- Assisted the team with supervisory calls
- Handled and resolve customer complaints
- Cascaded updates and information to the team
- Handled billing and general inquiries
- Assisted customers with basic troubleshooting

Thomas Network | Logistics Assistant [ June 2003 - July 2005 ]

- Assisted the In charge in the distribution of the product
- Procured materials needed in the operation
- Assigned van salesman to their designated area to penetrate the market

Van Heusen Phils, | Store Manager [ January 2003 - June 2003 ]

- Monitored and managed Sales and Inventory
- Managed marketing of the products
- Managed staff in order to reach the target or quota of the branch or store

RP Manuel Telecom | Admin Assistant [ March 1998 - August 2000 ]

- Handled payroll of the enrolled employees
- Handled the receivables on a daily basis
- Handled payables and collections

International Exchange Bank | CSA/CSR [ October 1996 -March 1998 ]

- Facilitated and maintained customer's information thru CRM
- Maintained and monitored time deposits, letter of credits and loan a application
- Handled bank transactions such as cash deposit, withdrawals, bills Purchased, debit and credit memos

#### EDUCATION:

College/Vocational level [ 1991 - 1996 ]

St. Paul College of QC Bachelor of Science in Commerce Major in Management

Secondary level [ 1998 - 1991 ]

St. James School of QC

## SKILLS

- Email and chat communication
- Online research
- Leads sourcing
- Skip tracing
- Seller lead management
- Cold calling and appointment setting
- Property market analysis
- Social media administration
- Basic property management administration
- inbound and outbound call handling
- Team management
- Upselling