

LARA JANE LIWANAG

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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

[May 2022 - June 2022]

- 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

Task Us | Recruitment Specialist

[February 2022 - May 2022]

- Conducted discussions with candidates regarding their requirements
- Called potential candidates for an English language Assessment

Collective Solutions | Recruitment Specialist

[May 2021 - January 2022]

- Called candidates to schedule a final interview
- Sent email for applicant's schedule
- Conducted initial interview of potential candidates

Coverdesk | Virtual Assistant

[January 2021 - April 2021]

- Computed estimated expenses for insurance
- Called banks and updated clients' amortizations

Concentrix | Technical Support Representative

[August 2019 - March 2021]

- Received calls from customers who needs assistance with their technical issues, specifically internet and cable services

- Set up schedule for technicians
- Checked billing concerns and provided discounts and promotion for their services
- Processed bill payments

VXI | Customer Service Representative

[October 2016 - August 2019]

- Received calls from customers for their billing concerns
- Offered additional services like phone and promotional offers
- Checked the status of their services and processed payments

Travel Expert Credit Cooperative | Payroll/Recruiter Specialist

[October 2010 - August 2016]

- Processed payroll of 200 employees
- Interviewed applicants for deployment
- Computed factory expenses
- Encoded pay on payroll system

LICENSES AND CERTIFICATIONS

National Certificate II

in Caregiving

[2021 - 2026]

Technical Education and Skills Development Authority

EDUCATION

College level

[2004 - 2008]

Bulacan State University
Bachelor of Industrial Technology
Major in Food Technology

Secondary level

[2000 - 2004]

Bulacan Ecumenical School

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
- Data visualization
- Bookkeeping

TOOLS

	1 Poor	2 Fair	3 Good	4 Very Good	5 Advanced
MS Word / Google Docs			X		
MS Excel / Google Sheets			X		
MS PowerPoint / Google Slides			X		
Google Drive			X		
Canva			X		
Facebook			X		
Instagram			X		
Twitter			X		
LinkedIn			X		
Podio CRM			X		
QuickBooks		X			