



# Janna Garces

## Virtual Assistant/Lead Manager

Obtain a position in a company where I can maximize the application of my educational knowledge, quality assurance, strong organizational skills, and work experience.

## Contact

### Phone

+639291724631

### Email

janna.garces01@gmail.com

### Address

B4 L2 Villa Solana Subd. Pooc,  
Talisay City, Cebu 6045

## Education

2008 - 2009

### MDNA

Negros Oriental State University

2006-2008

### Diploma in Information Technology

STI College

## Skills & Proficiencies

- MS WORD, MS EXCEL, and MS POWERPOINT
- Basic Computer Concepts
- Interpersonal Communication Skills
- Excellent Communication Skills  
(both written and oral).

## Language

English

Tagalog

## Work Experience

○ Aug. 20, 2020 - Nov. 7, 2023

### LCO, Inc.

Virtual Assistant/Lead Manager

- Cold Calling Prospective Sellers
- Take inbound calls from Prospects
- Setting appointments for acquisitions members to foster company growth
- Following up on all leads with a core focus of converting those to appointments, building rapport with our leads, and following up on all appointments ensuring success for each completed appointment
- Collaborating with team members to ensure all leads are followed up on appropriately.
- Tools:
  - Podio, REISift, CallTools, AirCall, CallRail, PropStream

○

Nov. 30, 2015 -Nov. 18, 2018

### Teleperformance PH

CSR/Travel Agent

- Sells and coordinates transportation, accommodations, insurance, tours and activities
- Advises clients regarding destinations, cultures, customs, weather and activities. Collects payments, books travel arrangements and pays applicable fees

○

Nov. 12, 2010 - Aug. 20, 2012

### Qualfon, Inc.

Customer Service Representative

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers

## References

### Dr. Amelita Borres

OB-Gyne, Perpetual Succuor

Phone: +639569012030

### Carlo Fernando Garso

Supervisor, Teleperformance

Phone: +639271263468