

Elmira Jazelle R. Batac

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EXPERIENCE

Roughneck Real Estate, North Carolina — *Client Care Coordinator*

December 2018 - January 2024

Property Management - AirBnb and HomeAway/ VRBO, responding to customer inquiries. Coordinate open house schedules with agents. Call leads and do follow ups, Outbound calls and Appointment Setting. Lead Generation and web research. Facebook and social media posting and management. Updated Listing Trackers and other data entry tasks. Skip Tracing and Qualifying Leads

HomeLoan Warehouse, Australia — *Loan Processing Administrator*

May 2015 - November 2018

Managed a Team - coordinated and designated tasks for each team member. Processed new leads, Entered Fact Finds in CRM (Mercury and AOL). Loan Document check and chase. Lodgment emails, pre-approval emails, formal approval emails, settlement emails, and annual review emails. Coordinated and facilitated Team Meetings. Filled out Loan Application Forms, Credit Advice and Cover Form. Called Banks for loan status updates. Create Marketing letters on Mailchimp and social media posting. Generated Reports on AVM site (property and rentals website) and order upfront valuations

Mynor and Associates Realty, Maryland — *RE Virtual Asst*

August 2013 - December 2016

Property Management - Airbnb and HomeAway. Craigslist and Facebook Posting. Updated MLS/MRIS and Zillow Listings for Open House and Marketing events. Provided continuous reach out to past and current clients by sending anniversary gifts, birthday token, client event invites. Transaction Coordination – Ensuring contracts are properly documented, checking files, signatures and documents . Email and Calendar Management. Ensured Email Drip Plans are appropriate and updated in the CRM.

ADDITIONAL WORK EXPERIENCE

- Sales Development Officer, Primetime Messenger, Sept 2018 – Dec 2018
- Quality Assurance Specialist, LARE Marketing, Feb 2017 – Sept 2018
- Chat Support Operator, Click and Chat Inc, June 2014 – July 2015
- Homebased Freelancer and Special Projects (General Transcriptionist, Sales Specialist, Website Quality Assurance),

SKILLS

- Email Management
- Administrative skills, Data entry, and Research
- Quality Assurance
- CRM knowledge & Mgt
- Lead Generation & Appointment Setting
- Email & Calendar Mgt

TOOLS & FRAMEWORKS

- Microsoft Office
- Google Suite
- Mailchimp, Evernote
- Constant Contact
- Gmail, Outlook, Dropbox
- Gchat, Skype, Wechat, Viber
- Hubspot, Trello
- Zoom, Slack, Ring Central
- Docusign, Dotloop
- Top Producer, Command, Firepoint
- Vulcan7, CallRail, Boomtown
- Top Producer, CallRail
- MLS/MRIS, Zillow, Trulia
- Airbnb, VRBO, HomeAway

AWARDS

- Certified in the following: Basic Supervisory Skills; Performance

Aug 2013–2014

- Lead Generation Specialist, ShowBox Exhibits, Jan 2013 June 2013x Quality Analyst, Hinduja Global Solutions, Feb 2012 Jan 2013
- Quality Assurance Officer , Transcom Worldwide, Feb 2009 – Sept 2011
- Technical Support Rep, Teletech Phils, Feb 2006 – Feb 2009

EDUCATION

Miriam College Inc, Quezon City, Phils — *AB International Studies*

1993-1997

Assumption College, Antipolo Rizal, Phils — *Elementary and Secondary*

1982-1993

Management;;
Leadership Styles;
Coaching and
Counseling; Time
Management

- English Proficiency - B2 (Upper Intermediate)
- Award of Excellence for Best QA in Efficiency and Effectiveness
- Award of Excellence for Perfect Attendance for 2 Calendar Years.