

# SHANIA MAE AMAS

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## OBJECTIVE

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I aim to provide excellent and accurate service to my clients and share my knowledge and experience with the company.

## WORK EXPERIENCE

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### Rocket Station | Property Management Virtual Assistant

[ November 2021 - October 2024 ]

- Property management customer service
  - Manage client emails
  - Manage fundamental maintenance work orders
  - Address general inquiries and coordinate transactions via phone and email
  - Handle utility activation requests to ensure a smooth move-in experience for residents
  - Resolve utility billing disputes
  - Contact utility providers to schedule meter replacements
- 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 CRM form
- Real estate admin assistant
  - Source leads and perform skip tracing
  - Create basic spreadsheets using Google Sheets
- Basic social media admin
  - Set up accounts for Facebook, Twitter, Instagram, and LinkedIn
  - Perform basic graphic design using Canva

### Alorica

[ August 2018 - September 2021 ]

#### Learning Specialist

- Facilitated full-time training for new employees before taking live calls
- Collaborated with partner coaches and managers for a successful handoff of trainees in the production
- Administered business reviews with clients every month to discuss trainees' overall growth and performance
- Provided quality coaching to trainees regarding call handling and performance

### **Training Associate**

- Managed administrative tasks such as end-of-day reports, performance trackers, and various training databases
- Assisted lead trainer in preparing the facilitation materials needed for the training proper
- Created tickets specifically for the creation of trainees' credentials

### **Customer Service Representative**

- Handled inbound and outbound calls coming from customers who have concerns about their wireless services
- Addressed customer complaints over the phone specific to billing and payment disputes
- Offered services tailored to customer needs

## **EDUCATION**

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### **College/Vocational level**

**[ 2014 - 2018 ]**

Angeles University Foundation  
Bachelor of Arts in Communication

### **Secondary level**

**[ 2010 - 2014 ]**

Mabalacat National High School

## **SKILLS**

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- 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
- Database management
- People management
- Training facilitation
- Call quality analysis

## TOOLS

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	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		
Avaya One-X			X		
Slack				X	
Webex				X	
MS Teams				X	
Propertyware				X	
Zendesk				X	
Talkdesk				X	
Front				X	