

SHERRY PSYCHE JR. E. CORTES

TEAM LEADER, VIRTUAL ASSISTANT,
APPOINTMENT SETTER, VIRTUAL FRONT
DESK, PROPERTY MANAGER

CONTACT

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WORK EXPERIENCE

Virtual Assistant

Homesourced Inc

Sealed Home Efficiency 4/24-2/25

- Maintaining team performance and incentive trackers
- Dispatch management
- Facilitating communication among teams
- Setting appointments
- Confirming appointments
- Importing leads into Google Sheets and exporting to Google My Maps
- Scheduling appointments on Google Calendar
- Handling outbound and inbound calls
- Managing emails

Team Leader

Homesourced. Inc

Client: Paradise Exteriors 10/23-4/24

- Scheduling and confirming appointments
- Maintaining the team's trackers
- Offering constructive feedback
- Supporting the team by addressing questions and concerns in real-time
- Keeping incident and overtime reports up to date
- Delivering feedback consistently
- Organizing agents' schedules
- Coordinating and facilitating training and pitch sessions

Appointment Setter

Homesourced Inc

Client: Paradise Exteriors 4/23-10/23

- setting appointments for roof, windows and doors estimate
- qualifying leads

Virtual Receptionist/ Property manager

Intouch formerly known as 24/7 Intouch

Account: Sonder 07/22-03/23

- Help customers with their needs, concerns, and requests throughout their stay.
- Offer compensation, relocation, and refunds when necessary.
- Generate service requests for units as needed.

Secretary/ Assistant to CEO

Safariland Gun Manufacturing 10/2016- 07/2022

- Maintenance of employee trackers
- Monitoring employee attendance
- Facilitating communication between teams and staff
- Managing parts inventory
- Generating progress reports for employees

Customer Service Representative

ePerformax

Account: PayPal 09/2015 - 09/2016

- helped customers with online payments
- helped business owners integrate PayPal on their business
- websites

ACADEMIC HISTORY

Colegio de la Inmaculada Concepcion (2009 - 2013)

Highschool Graduate

CERTIFICATION

Certificate of Participation (03/2024)

Homesourced Inc Leadership Training Program

Skills:

- Management Skills
- Organizational Abilities
- Administrative Expertise
- Computer Proficiency
- Communication Skills