

Jolina Flores

EXECUTIVE ASSISTANT/ ISA /
CANVA DESIGNER

PERSONAL INFORMATION

Cellphone number :
+639 674974873

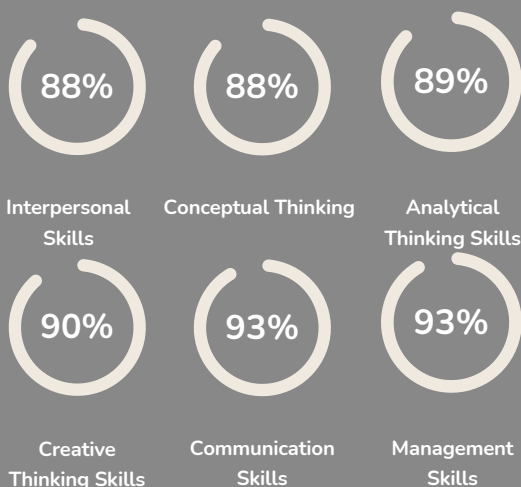
Address : Doña Vicenta Bajada, Davao City 8000

Birthday : February 22,
1996

Age : 28 Years Old

Email Address :
daquipiljolina@gmail.com

SKILLS



WORK REFERENCES

Christopher Maynard - CEO
Definition Success International
chris@definitionsuccess.com.

ABOUT ME

Detail-oriented individual seeking employment as an account supervisor. Offering excellent communication and people management skills which will be fully utilized to the benefit of company management.

EDUCATION HISTORY

- **UNIVERSITY OF MINDANAO**
Bachelor of Science in
Tourism Management
(2009-2012)

JOB EXPERIENCES

- **CONCENTRIX (FEB 2021 - FEBRUARY 2022)**
SUPERVISOR
 - Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken
 - Resolve customers' service or tech complaints by performing activities such as exchanging merchandise, refunding money, troubleshooting and adjusting bills.
 - Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.

**DEFINITION SUCCESS
INTERNATIONAL
(JULY 2017 - FEB 2021)
CAMPAIGN / TEAM
LEADER**

TOOLS AND CRM

- Manage the procedure, implementation, tracking and measurement of account specific.
- Deliver positive reinforcement through coaching depending on agents personality to assess individual.
- Deliver regular reports of daily results, including analysis and evaluation of KPIs.
- Strategizes on how to deal with peoples attrition.

**AWESOME OS
(JULY 2012- JANUARY 2016)
EXECUTIVE ASSISTANT**

- Filing and retrieving corporate records, documents, and reports.
- Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives.
- Helping prepare for meetings.
- Accurately recording minutes from meetings.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Reading and analyzing incoming memos, submissions, and distributing them as needed.
- Making travel arrangements for executives.
- Experience as a virtual assistant.
- Provide general administrative support.

**FITNESS REALTOR
APRIL 2022- MARCH
2024
REAL ESTATE
EXECUTIVE ASSISTANT/
ISA**

- Complete paperwork for all real estate transactions in a timely manner to ensure a deal is closed as quickly as possible
- Monitor deadlines and provide notices to appropriate parties when necessary
- Ensure each transaction complies with legalities and any tax withholdings are complete
- Schedule necessary appointments with all parties, including open houses and the final walkthrough
- Help organize community outreach events to improve our standing in the local area
- Produce all marketing materials including brochures, flyers, online marketing, social media posts, etc. to continuously build our brand
- Compile and distribute weekly/monthly reports and communicate key results to the rest of the team to ensure company goals are being met
- Deliver concierge-level customer service to sellers, buyers, and lenders to improve customer satisfaction ratings
- Prospect for new clients on a daily basis from various lead sources
- Respond to inbound leads from all internet lead sources, sign calls, and etc.
- Schedule appointments for Listing and Buyer Specialists
- Input/manage client & lead databases
- Conduct lead follow-up & nurture leads until appointments are set

- TRELLO
- GOOGLE CALENDAR
- SLACK
- GOOGLE WORKSPACE
- TRIPLT
- EXPENSIFY
- MONDAY.COM
- CLICK UP
- WRIKE
- MICROSOFT OUTLOOK
- ZOHIO