

APRILYN A. YBAÑEZ

Laguna, Philippines | 0969 2222 402 | aprilynybanez.va@gmail.com

PROFESSIONAL SUMMARY

A dedicated professional looking to advance my career by working as a Virtual Assistant or in any role that matches my skills and expertise. Dependable, hardworking, persistent, and capable of contributing to your company’s overall success.

WORK EXPERIENCE

Independent Contractor <i>SMS Marketing VA</i>	Remote <i>2024 - 2025</i>
<ul style="list-style-type: none">Conducted SMS outreach to homeowners, assessed seller motivation, and qualified potential leads.Handled lead responses, updated pipelines, and pushed verified leads to the CRM system.Managed data tasks such as cleaning, formatting, skip tracing, and organizing lead lists to keep information accurate and ready for campaign use.Monitored SMS campaign performance and analyzed results to see if the strategy was effective. Also sent daily EOD reports to show transparency on what tasks were completed during the day.Used Salesforce, BatchLeads, Go High Level, Zillow, and Redfin for lead management; Slack for communication; and Google Workspace for document and file management.	
Quantrics Enterprises Inc. <i>Technical Support Representative</i>	San Mateo, Rizal <i>2021 - 2024</i>
<ul style="list-style-type: none">Received and directed 30+ calls daily, addressing customer questions and concerns about products and services.Scheduled technician appointments and handled inquiries about service visits and product replacements.Applied active listening and multitasking skills to resolve issues efficiently and ensure customer satisfaction.	

SKILLS

- Lead Generation & Data Management:** Skilled in handling large data lists, skip tracing, cleaning, formatting leads, and updating CRM systems.
- SMS Marketing & CRM Campaigns:** Experienced in managing SMS outreach, qualifying leads, and tracking campaign performance.
- Customer/Technical Support:** Over 3 years assisting customers via phone, chat, and email; resolving issues and scheduling appointments.
- Calendar & Appointment Management:** Efficient at organizing schedules, dispatching technicians, and managing time-sensitive tasks.
- Administrative & Organizational Expertise:** Proficient in email handling, document organization, minute-taking, and maintaining daily reports.
- Strong Communication & Multitasking:** Clear verbal and written communication; able to manage multiple priorities accurately.
- Attention to Detail & Problem Solving:** Detail-oriented with a proactive approach to issue resolution and process improvement.
- Tools & Software Proficiency:** Experienced with Google Workspace, Microsoft Office (Word, Excel, PowerPoint), Slack, Asana, Salesforce, BatchLeads, GoHighLevel (GHL), Zillow, Redfin, Outlook, Zoom, WhatsApp, Skype, Canva, CapCut, and Meta Business Suite.

EDUCATION

ICCT Colleges <i>BS Business Administration</i>	San Mateo, Rizal <i>Undergraduate</i>
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