

# DOREEN MARIE TRANGIA

dtrangia1990@gmail.com | 09052143703 | Cebu City, Cebu, Philippines

## Database Manager | Data Entry Specialist | Email Customer Support | Back Office Admin Support

A results-oriented **Data Entry Specialist** with 10+ years of experience working in a **Contact Center and a Virtual Assistant in the WFH setting**. Well-versed in helping **Non-voice and Back Office Support Departments** as I have exceptional organizational skills, a keen eye for detail, and the ability to spot errors with accuracy and efficiency. A good communicator with the ability to collaborate with staff members.

### CORE COMPETENCIES

- **Database Manager:** Helps with daily operational tasks, including but not limited to skip tracing, configuring property alerts, generating weekly reports such as company & marketing scorecards, and speed-to-lead tracking, monitoring email, texts, and voicemail messages, feedback reports, and other responsibilities.
- **Data Entry Specialist:** Maintains accurate data records by inputting new and updated customer and account information. Ensures existing clients' information is kept up to date. Reviews and processes customer and account source documents, identifying and addressing any discrepancies.
- **Non-voice Contact Center Agent:** Answers general and support tickets, emails, and live chat.
- **Back Office Associate:** Performs administrative work, data entry, order processing, online research, customer service, and calendar management.

### PROFESSIONAL EXPERIENCE

#### Database Manager VA Prather Homes LLC

May 2022 to Present

- Skip Traces Leads In Lofty (Chime) And Mojo
- Sets Up Property Alerts Based On Motivation
- Monitoring of email, voicemail, and text messages
- Speed to Lead Daily Tracking & Weekly Reporting
- Daily Listing Appt: 5 Properties Sold Nearby
- COI Setup Alert & SGROW Auto Email Removal
- > Team Scorecard Update
- > Marketing Scorecard Update
- > Updating Lead Referral Sources
- > Feedback Showings Report
- > Other Admin Tasks Assigned

#### Shopify Data Entry Specialist Amana (Project-Based Freelancer)

February 2022 to October 2022

- Researched products to be listed on Shopify and provided daily updates on their availability.
- A novice end-tester of beta applications.

#### Online Seller La Fran Basics and Quish Perfumes

February 2020 to February 2022

- Assistant online seller of herbs and spices as well as perfumes and hand sanitizer for all occasion giveaways.
- Assistant online seller of pc accessories and peripherals.

**Processing Agent and Customer Service Support  
PointBoosters PH**

**November 2018 to February 2020**

- Processed clients for their monthly credit reports.
- Handled inbound communication and provides customer support to clients for their general inquiries.

**Amazon Purchasing Officer and Customer Service  
Amazon Client Seller (Seasonal Job Freelancer)**

**January 2018 to October 2018**

- Negotiated the lowest bargain price from an online market e.g. Alibaba and ensured the product sourced has the highest quality to increase sales.
- Provided customer support to buyers in Amazon and did close monitoring of customer feedback ratings and product reviews to ensure high company ratings across all markets (US and EU).

**RRR Agent - OnePlus Account  
KKH Philippines**

**August 2016 to August 2017**

- An offshore after-sales LOB of OnePlus which uses email as a means of communication that caters to customers asking for support regarding their devices for repairs, replacements and returns (refund).
- Provided technical support to customers and handled several cases for logistics support e.g. lost parcels, missing items, refused parcels, customs tax fee, wrong item received, etc.

**Customer Account Executive  
Convergys Philippines (Cebu)**

**May 2011 to September 2013**

- Advance Tier 1 CAE that deals with technicians calling in for help to finish their job installation, or troubleshooting phone and/ or internet service.
- Handled inbound calls from customers who need help activating their services like cable, internet, and phone.

**Sales Support Agent  
Qualfon Philippines (Cebu)**

**June 2009 to March 2011**

- Tier 2 Support Representatives that handles product sales, product support while providing customer support.

## EDUCATION

**BS PSYCHOLOGY** | University of San Carlos

## AREAS OF EXPERTISE

- Data Entry Specialist
- Real Estate Back Office Support
- Email and Chat Management
- Technical Support
- Back Office Support
- Non-voice Admin Support
- Technical Oversight
- Problem-Solving
- Written Expression Skills

## TECHNOLOGICAL SKILLS

- Microsoft Office Suite
- Lofty (Formerly Chime)
- MLS (novice level)
- Forewarn & Exact Dial
- Canva
- ClickUp (novice level)
- Asana
- Zendesk
- Google Docs and Google Sheets
- Social Messaging Apps (Slack, Whatsapp, Facebook Messenger, Skype, Zoom, Telegram)

## AWARDS

- **Top 1 Performer - Logistics Team** | KKH Philippines | 2017
- **Top 8 Customer Service Agent (Comcast)** | Convergys Philippines (Cebu) | 2012
- **The Note Taker Awardee** | KKH Philippines | 2017

## HOBBIES AND INTERESTS

In my spare time, I love doing research about the latest trends e.g. gadgets, appliances, ongoing market trends, doing household chores, play online games, and taking care of my pet cats at home.

## REFERENCES

Alexis Romulus Frondoza Benedicto  
Operations Supervisor PointBoosters PH  
archiebenedicto@gmail.com  
0916-561-0596

Michelle Raymundo  
Virtual Assistant Manager  
mishieraymundo@gmail.com  
0968-898-1444

Arnel Queque  
Virtual Assistant Manager  
arnelqq@gmail.com  
0939-813-1813