



# VICTORIA JOANNA LOUISE

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Customer Support
- Appointment Setting
- Invoicing
- Social Media Management
- Office Software
- Salesforce and MLS
- Property Management

## TOOLS

- Asana
- Zapier
- Microsoft Office
- Microsoft Excel
- Ring Central
- Salesforce
- Canva
- Google Workspace
- Zoho
- Hubspot
- 3CX

## PERSONAL PROFILE

An **Executive Assistant** with more than 1 year of experience in various tasks and a proven track record for providing excellent customer support for more than a decade. Able to manage efficient services and meet demanding targets and satisfaction.

## WORK EXPERIENCE

### EXECUTIVE ASSISTANT

**Teams byDesign: Harcourts | June 2023 - August 2024**

- Manage Rent and Water amounts and make sure all rent payments are updated
- Note property maintenance concerns and forward them to the Property Manager.
- Invoicing payments and adding tenant information

### CUSTOMER SUPPORT ASSOCIATE

**KMC: Lonewolf Technologies | Jan 2023 - June 2023**

- Create tickets through salesforce and help troubleshoot clients with their Transaction Management Toolsuch as Ziplerra and Transaction Desk.
- Act as Tier 1 support and escalate issues property for any bug-related issues through Jira platform.

### GUSTOMER CARE PROFESSIONAL

**American Express | 2019 - 2022**

- Deliver world-class customer service, while responding to Customer inquiries and concerns via multiple channels (calls, chat, mobile messaging).
- Enhance our customers' experience by identifying opportunities to offer products based on our Customers' needs.

## EDUCATION HISTORY

### NATIONAL UNIVERSITY

- Bachelor of Science in Architecture