



LEORA MAE BENIG

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

- Slack
- Salesforce
- Spectrum
- Canva
- Microsoft Power Apps

PERSONAL PROFILE

As a dedicated Virtual Assistant with 9 years of experience in customer service, I bring exceptional communication, problem-solving, and client relations skills from both voice and non-voice roles. Over the past 2 years, I've transitioned to a Virtual Assistant role, expanding my expertise in e-commerce, cold calling, appointment setting, research, and social media management. I provide tailored support, managing schedules, handling administrative tasks, and optimizing product listings for platforms like Amazon. My goal is to enhance your operations, ensuring efficient, organized support that makes your life easier and more streamlined.

WORK EXPERIENCE

GENERAL VIRTUAL ASSISTANT

Internet Division Company | 2022- 2023

- Email Management
- Course Account Management
- Calendar Management

Here's a sample task for a General Virtual Assistant in the Internet Division company, handling email and online courses

E-COMMERCE/CUSTOMER SERVICE SUPPORT

PUFFIN VAPE SHOP | 2022- 2023

- Product Listing on Shopify -Upload new products to the Shopify store, including product names, descriptions, prices, and categories.
- Customer Concern and Complaint Handling (1-2 Star Reviews)
- Managing Refunds>Returns - Respond to incoming customer questions via email or Shopify chat, offering timely information about products, shipping policies, and order status

Cold Calling / Appointment Setter | 2022 - 2023

- Make outbound calls to promote specific products or services
- Handle objections and offer incentives to close sales on the call
- Conduct cold calls to identify prospects and potential clients
- Schedule meetings or consultations with sales representatives
- Ensure accurate and up-to-date records of scheduled appointments

EDUCATION HISTORY

Holy Angel University

- Bachelor of Business Ciminology 2012
- Vice President, Girl Scout of The Philippines
- Member, Student Council