



# DARLLE TRYSTAN BARCELONA

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Appointment Setting
- Email Marketing
- Data Entry
- Internet Research
- CRM Management
- Social Media Management
- Graphic Design

## TOOLS

- SalesForce
- BrivityVA
- Microsoft Office
- Google Suites
- Mojo Dialler

## PERSONAL PROFILE

A **Virtual Assistant/Customer Service Representative** with 6 years experience in various tasks. A tech-savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team-based and independent capacities.

## WORK EXPERIENCE

### REAL ESTATE VIRTUAL ASSISTANT

**BRIVITY VA | 2022 - 2024**

- Provide general support to real estate agents or brokers.
- Generate and manage leads from various sources Perform administrative tasks and organize files

### REAL ESTATE VIRTUAL ASSISTANT

**MCS | 2020-2021**

- Maintain accurate client and prospect databases using CRM
- Make outbound and inbound calls to potential leads to generate interest in real estate services

### TEAM OF EXPERTS (ALL IN ONE CUSTOMER SUPPORT)

**TELEPERFORMANCE (T-Mobile) | 2017-2020**

- Assist customers with product/service/billing information and problem resolution.
- Track customer interactions using CRM
- Identify upselling opportunities based on customer needs.

## EDUCATION HISTORY

### Technological Institute of the Philippines

- Bachelor of Science in Civil Engineering, 2015-2017

### University of Santo Tomas

- Bachelor of Music Major in Composition 2012-2013