



MA. DANIESSA SALVADOR

VIRTUAL TEAMMATE



SKILLS SUMMARY

- General Admin Support
- Leads Generation
- Data Entry
- Email Management and Calendar Management
- Office Software
- Computer Software Knowledge
- Inbound and Outbound call handling

PERSONAL PROFILE

A **Virtual Assistant** with 2 years experience in various tasks. An individual who enjoy building strong relationships with clients and managing schedules to make life easier for everyone involved. Excited about creating positive experiences and achieving great results.

WORK EXPERIENCE

LEAD GENERATION SPECIALIST

Agriculture Company | March 2024 - August 2024

- Conducted market research to identify and qualify potential leads aligned with client specifications
- Lead generation focused on indoor farms, including vertical farms, algae farms, and cannabis farms ideally with some industry background
- Initiated contact and qualify leads based on the criteria provided
- Email communication for outreach campaigns

E-Commerce Company | December 2023 - June 2024

- Conducted market research to identify and qualify potential leads aligned with client specifications
- Established rapport and developed positive business relationships with customers and clients
- Developed and maintained a sales prospect database or CRM and made sure that details were accurate

ADMIN ASSISTANT

Healthcare Company | March 2023 - August 2024

- Created basic spreadsheets using Google Sheets
- Organized and managed documents
- Encoded and entered data of transactions in a CRM
- Prepared presentations and researched information or documents based on client needs
- Communicated with other companies or third-party providers
- Generated reports and KPI tracking

TOOLS

Asana
Trello
Notion
Office 365
Google Suite
Hubspot
Zoho CRM
PCRecruiter
Active Campaign
Podio CRM
Kajabi
Canva
Adobe Acrobat
Citrix
Ring Central
Zoom
Slack
Avaya
LinkedIn Sales Navigator
Apollo.io
Snow.io
ContactsOut
MailChimp
Hostfully
Turo
Calendly
LastPass
Airbnb / Booking.com

TTEC

Customer Service representative | December 2022 - June 2024

- Managed inbound and outbound calls
- Resolved customer concerns effectively and efficiently
- Built sustainable relationships and trust with customer accounts through open and interactive communication
- Kept records of customer interactions, processed and updated customer accounts, and filed documents
- Followed communication procedures, guidelines, and policies

LUCID ACHIEVEMENT

Recruiter Virtual Assistant | December 2023 - February 2024

- Handled email communication professionally and promptly
- Assisted in creating and managing contracts to ensure accuracy and compliance
- Kept things organized by scheduling meetings efficiently
- Dove into the exciting world of recruitment by crafting job descriptions, posting ads, and participating in the hiring process
- Helped welcome new team members during their onboarding process

Caller Virtual Assistant

- Managed inbound and outbound calls
- Scheduled meetings, managed contact lists, and sent appointment reminders
- Checked voicemail and responded in a timely manner
- Reached out to new prospects, leads, or potential clients and partners via phone call

IQOR

Travel Account Specialist | August 2022 - February 2023

- Managed high volume of client emails efficiently and responded to queries in a timely manner
- Sent booking confirmations, travel itineraries, and relevant travel documents via email
- Provided real-time assistance to clients through chat and messaging platforms, and answering questions on travel-related matters

UPWORK / AIRBNB COMPANY

Appointment Setter/Admin Assistant | December 2020 - December 2021

- Responded to inquiries, booking requests, and reviews to ensure a smooth guest experience.
- Arranged check-in instructions, coordinated key exchanges, and ensured guests have a seamless arrival and departure.
- Scheduled cleaning services between guest stays and addressing any maintenance issues.

EDUCATION HISTORY

John B. Lason Colleges Foundation- Bacolod

- Bachelor of Maritime Transportation