

Resume: Michael

The tools I'm familiar with:

Podio;Canva;Google Suite;Spreadsheets;XenCall (Ready Mode);CallTools;Other Tools

Other tools: ringcentral, pipedrive, mojo, slack, Smartphone, TheraOffice

My Work Experience:

Company: UCleanme Cleaning Service

Period: 2024-04-02 – 2024-06-02

Role: Virtual Assistant

Responsibilities: cold calling B2B for cleaning service, following up on previous clients, attending to Upwork IT Agency applications for services.

Reason for leaving: The client decided to freeze the operation due to not anticipating expenses versus gain as its his first time getting a VA.

Company: NVE Homes LLC

Period: 2023-07-17 – 2024-03-13

Role: Follow Up Specialist

Responsibilities: - Reaching out to potential home sellers using cold calls and SMS outreach. - Providing high-quality customer service to clients and prospects. - Perform data entry and maintain client databases. - Keeping accurate and detailed records of all communication with clients and prospects. - Working closely with other team members, to achieve targets and drive business growth. - Respond to email inquiries and handle correspondence. - Monitor and respond to online reviews and inquiries. - Conduct research to identify potential leads and prospects. - Follow up with leads to nurture relationships and schedule appointments.

Reason for leaving: The company decided to cut ties with their follow up specialists including me. They added it was a hard decision for the betterment of the business..

Company: Protailored Physical Therapy Clinic.

Period: 2022-05-12 – 2023-02-03

Role: Back Office Assistant

Responsibilities: inbound responder, outbound calls when necessary, appointment setting, insurance verification, records keeping,

Reason for leaving: Business growth, cutting expenses went on a different route. The role was then designated back to frontliners

Company: WonderUSProperty Group

Period: 2018-06-11 – 2020-08-24

Role: Real Estate VA

Responsibilities: Cold calling, Appointment Setting, Email Management, Lead follow up

Reason for leaving: The client died of Covid
