



Shailyn

" VIRTUAL ASSISTANT "

ABOUT ME

I have experienced Virtual Assistant for 1 year and 8 months of remote work experience and 3 years in the BPO Industry. In those years I've handled clients in sales account , collection account, business account, insurance account, travel account, real estate account, social media manager, content moderator, chat support and customer service which has strengthen my ability to handle diverse tasks while delivering excellent customer experiences. I'm already skilled in using Customer Relationship Management (CRM), Data Analysis, Data Entry, Appointment Setting, Email and Calendar Coordination, Client Follow-ups, Cold Calling, Document Management, Managing Inbound and Outbound Calls. I primarily focused on increasing response rates, creating organized workflows, providing specialized administrative, technical, and creative support to businesses and entrepreneurs to increase productivity. I adaptable, tech-savvy and comfortable with various tools and platforms. I work independently and strong communicator with the ability to collaborate teams and deliver consistent high quality results. Actually I also the qualities that led me to consistently rank among our team, top performers in my recent job. My goal is not just to assist but to become a reliable partner in growing your business.

WORK EXPERIENCE:

IGS COMPANY

BPO- Inbound and Outbound Calls / Sales Representative / Collection Department

- Responsibilities: I recovers outstanding debts by contacting debtors, negotiating payment plans, and resolving billing disputes, all while balancing firm collection tactics with customer service to maintain client relationships. I monitor accounts, process payments, and ensure compliance with financial regulations. Identifying overdue accounts and contacting debtors via telephone, email, or mail to notify them of balances.

IGT SOLUTIONS INC.

BPO - Travel Account / Customer Support / Customer Service

- Responsibilities: I handled plans, researches, and books travel arrangements—flights, hotels, rental cars, and tours—for individuals, families, or corporate clients based on budget and preferences. They also provide expert advice on destinations, manage itineraries, secure visas and travel insurance, and handle rebookings during emergencies.

GENPACT LCC

BPO - Financial Account / Social Media Manager / Content Moderator

• Responsibilities : Worked as a BPO Agent, I focused on sales and financial accounts, generating leads, making calls to collect car monthly payments, processing car insurance and claims, and receiving inbound calls to process payments. Contributing to revenue generation and client satisfaction, I utilized my analytical and communication skills to manage accounts and achieve sales targets. After I managed the financial account, my supervisor put me in charge of social media manager and content moderator so that I could also lead the team with good results. I plays a dual, critical role in protecting a brand's reputation while simultaneously fostering community engagement. They combine strategic content creation with the enforcement of community guidelines, acting as both a brand ambassador and a safety guard.

VA4REI

Virtual Assistant / Appointment Setter / Cold Caller - (Real Estate Account) - work from home

• Responsibilities : I worked as Cold Caller and Appointment Setter Virtual Assistants for real estate investors responsible for generating and converting leads by making high-volume outbound calls to property owners, identifying motivation and qualifying prospects, handling objections, and accurately updating CRM systems such as Podio, Salesforce, HubSpot, or GoHighLevel. My nurture leads, categorize them based on urgency, and coordinate directly with acquisition managers by scheduling appointments through tools like Calendly, Google Calendar, and Microsoft Outlook, ensuring confirmations, follow-ups, and accurate reporting of key performance metrics such as calls made, leads generated, appointments set, and show rates.

WNS

Virtual Assistant / Cold Caller / Appointment Setter - (Auto, Business, Life & Home and Property Account) - work from home

• Responsibilities : I worked as an insurance agent, handling auto, home, property, and life insurance. My responsibilities included answering and making calls to process customer monthly insurance payments, managing claims, reviewing policies, and enrolling clients for new quotes, ensuring accurate service and customer satisfaction.

EDUCATIONAL BACKGROUND

BACHELOR OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

1st year college (Trimex Colleges)

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (I.T)

2nd year college (National University)

SKILLS

- CALENDAR MANAGEMENT
- DATA ENTRY
- APPOINTMENT SETTING
- ORGANIZING AND MAINTAINING DOCUMENTS
- COLD CALLING AND LEAD GENERATION
- MANAGING EMAILS
 - HANDLING INBOUND AND OUTBOUND COMMUNICATIONS
- CUSTOMER RELATIONSHIP MANAGEMENT (CRM) PROFICIENCY
- ADMINISTRATIVE TASK MANAGEMENT
- VIRTUAL ASSISTANCE COMPETENCY
- PAYMENT PROCESSING
- SALES AND TELEMARKETING
- INSURANCE ACCOUNT MANAGEMENT
- FINANCIAL ACCOUNT HANDLING
- COMMUNICATION SKILLS (WRITTEN AND VERBAL)
- PROBLEM SOLVING ABILITIES
 - TIME MANAGEMENT AND PRIORITIZATION

SOFTWARE / TOOLS

- Zoho CRM: Used in sales, marketing, and customer service teams to manage leads, track customer interactions, and close deals.
- Webform: Used on websites to collect customer inquiries, registrations, applications, and survey responses.
- Vicalier: Used in call centers and telemarketing companies for outbound and inbound calling campaigns.
- Microsoft Excel & Google Sheets: Used in almost all industries for data tracking, reporting, budgeting, and analysis.
- HubSpot: Used in marketing, sales, and customer support teams for CRM, email campaigns, and automation.
- Salesforce: Used by large enterprises and sales organizations to manage customers, pipelines, and performance tracking.
- Canva: Used by social media managers, marketers, and content creators to design graphics, presentations, and marketing materials.
- CapCut: Used by content creators and social media teams for editing short-form videos.
- DocuSign: Used in legal, real estate, HR, and finance for digital document signing.
- ACI Worldwide: Used in banks, financial institutions, and businesses for secure payment processing.
- Call Tracking Software: Used in marketing and sales departments to monitor call performance and track leads.
- RingCentral: Used by remote teams and call centers for calls, messaging, and video meetings.
- Dialpad: Used in sales and support teams for AI-powered calling and messaging.
 - Calendly: Used by professionals and businesses for booking meetings automatically.
 - Customer Workbench: Used in customer service and account management to view and manage client information.
 - Verint: Used in call centers and enterprises for workforce management and customer analytics.
 - Zendesk: Used by customer support teams to manage tickets, chats, and help desks.
 - Guidewire ClaimCenter: Used in the insurance industry to manage claims processing.
 - Online Payment Gateways: Used in e-commerce, subscription services, and online businesses to process digital payments.
 - Microsoft SharePoint: Used in corporate environments for document sharing and internal collaboration.
 - Mailchimp: Used in marketing teams for email campaigns and automation.
 - Aircall: Used in sales and customer support teams for managing calls.
 - Zoom: Used globally for virtual meetings, webinars, and remote work.
 - Smart Knowledge: Used in customer support environments as a knowledge base system.
 - Protect: Commonly used in insurance or risk management systems (depends on company platform).
 - Microsoft 365 (Outlook, Teams, OneDrive): Used in corporate offices and remote teams for email, communication, and file storage.
 - Google Workspace (Gmail, Google Calendar, Google Drive): Used by businesses, schools, and remote teams for collaboration and communication.



IMMUNIS GLOBAL
CERTIFICATE
OF EXCELLENCE

THIS CERTIFICATE IS PROUDLY PRESENTED TO :

Shailyn Bawica

**Top Rebill Recovery Representative for the month of
FEBRUARY 2023, with \$1,679.58 Total Collected Amount
for GEMATRIA REBILL RECOVERY**

**Given this 3rd day of APRIL, 2023
at 2F Unit 5&6 88 Bldg Governors Drive Brgy Maduya
Carmona Cavite**

Jimboy G. Blanco
TEAM LEADER

Juan Ranjel T. Gabriel
OPERATIONS MANAGER

