

JULIE [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Skills:

- Computer literate
- Good communication skills
- Active Listening
- Critical Thinking
- Attention to detail
- Ability to work independently
- Inside/telephone sales experience
- Strong organizational and time management skills
- Handle Objections
- Multitasking
- Customer Service
- Social Media
- Reservation management

Work Experience/s:

Reservation Specialist

[REDACTED]

May 2024-Present

- Reservations and call handling process
- Assist customers in booking hotel and car reservations
- Timely responds to travelers, travel agents and leads concerning to the reservation made to the account
- Provides an exceptional call and chat experience to all callers by being informed, efficient and intuitive during the call.

- Process cancellation and modification and relay information to the property when needed.

**Cold Caller & Appointment Setter
Admin Virtual Assistant**

██████████

██████████

February 28, 2024-August 28, 2024

- Conduct lead generation, prospecting and qualifying potential new clients
- Research companies to create strategic communication plans
- Proactively schedule calls with perspective clients via phone and email (including cold calling)
- Ensuring that important meetings are booked for the Agent
- Organize, categorize, prioritize, and even respond to emails on Client's behalf.
- Conducting research and managing databases.

Customer Service Representative

██████████

December 2022-February 2024

- Assisting members regarding their Buying concerns not limited to, such as getting error when they place order, coupons not working, orders that they did not receive at the expected time of delivery and especially how to improve their buying performance.
- Assisting sellers when it comes to printing labels of their items sold and how to increase their selling performance.

Backend Order Placer – Virtual Assistant

██

2021- December 2022

- Calling wired and local florists within the United States to place orders on behalf of our customers.
- Make use of our CRM system to handle and manage our orders.
- Maintain proper call handling to prevent call outs and place orders to keep up with the KPI.
- Contribute to team effort by accomplishing related results as needed.

Reach Shout Global – ██████████

February 2021 – July 2021

Cold Caller – Virtual Assistant

- Work 4 hours every day (part time) to call leads in Australia.
- Advertise the use of “Hello Clever”, a payment application being used within the area.
- Make use of our Zoom Dialer to call at least 120 businesses per shift and place them on our Google Spreadsheets.
- Contribute to team effort by accomplishing related results as needed of our Zoom Dialer to call at least 120 businesses per shift and placing them on our Google Spreadsheets.
- Contribute to team effort by accomplishing related results as needed.

Call Direct Solutions – [REDACTED]

January 2021 – October 2021

Real Estate Cold Caller & Talent Acquisition – Virtual Assistant

- Call leads in Texas to ask about their home condition and if they are willing to sell.
- Make use of Call Tools to handle and manage our calls every day.
- Maintain proper call handling to be able to buy a property by asking leads appropriate and accurate questions.
- Contribute to team effort by accomplishing related results as needed.
- Coordinate with hiring managers to identify staffing needs.
- Plan interview and selection procedures, including screening calls, assessments and virtual interviews.
- Assess candidate information, including resumes and contact details, using our Applicant Tracking System
- Source potential candidates through online channels (e.g. social platforms and professional networks)

Accounting & Finance Department

[REDACTED]

2019-2020

- Assisting with finance processes such as inventory closing, invoicing, and reviewing and verifying clients and customer statements.
- Processed company documentation, such as invoices and payment checks.
- Prepares invoices, expense reports, and payment memos.
- Compiled and analyzed company documentation for accuracy.
- Ensured good information workflow between tax preparers and management.
- Maintain accounting ledgers by verifying and posting account transactions.
- Created excel spreadsheets to facilitate business metric compilation and analysis.

Educational background:

- College:
Bachelor of Science in Business Administration
Major in Financial Management
████████████████████
██
2019-2020
- Secondary:
██
██
2010-2011
- Primary:
██
██
2006-2007

Seminars attended:

- Commitment to Excellence
- Records Management
- Financial Management
- Time Management
- Stress Management
- Geared to Lead
- Labor Relations
- Personality Development

References:

████████████████████
██
████████████████████

██
██
██

[REDACTED]
[REDACTED]
[REDACTED]