



Fiona [REDACTED]

Executive Assistant

Proactive and high-energy personal assistant with more than three year's experience working with top executives in the real estate sales industry. Driven and focused with proven excellence in written and oral communication. Assist real estate agents and leads on multiple organizational levels. Manage multiple schedules and maintain communication across teams. Focused, consistent, punctual, and reliable. Organized and trustworthy with confidential and personal information. Operations pro dedicated to enhancing business efficiency. Focusing more in leveraging social media for operations. Data-driven, team-focused, and results-oriented.

Contact

Phone

[REDACTED]

Email

[REDACTED]

Address

[REDACTED]

Education

2017-2023

BSBA - Financial Management

[REDACTED]

2015-2016

BS in Accountancy

[REDACTED]

Expertise

- Google Suite
- Microsoft Office
- Meta Business
- Zendesk
- Salesforce
- Zoho
- Canva
- Filmora
- Capcut
- Monday.com
- ActivePipe
- Slack
- Mojo
- KW Command
- Brivity
- FollowUp Boss
- Dotloop
- Docusign
- Adobe
- Zillow
- Trello
- Constant Contact
- Digisign
- Sierra
- Skyslope
- RemotePC
- Buffer

Experience

Dec 2019 - Mar 2021

various BPO companies

Customer Service Representative

- Handled international telecommunications account
- Prepare product or service reports by collecting and analyzing customer information
- Identifying and assessing a customer's needs to ensure they are satisfied
- Resolve product or service problems by clarifying the customer's complaints and giving step-by-step instructions for basic issues
- Resolve emerging problems that customers face with accuracy and efficiency
- Prepare product or service reports by collecting and analyzing customer information.

Mar 2021 - Aug 2021

[REDACTED]

Content Moderator

- Responsible for user-generated content submitted to an online platform
- Review user-generated content to remove offensive, inappropriate and harmful content before it reaches people online
- Ensure that content creators and managers place the content items correctly and ensure they are free from scams, errors, and any illegal or copyrighted content.
- Block content that might harm their business's website or the Internet to make it a safer place for all end-users and other relevant stakeholders.

Mar 2021 - Jan 2025

various clients | USA, Italy, Australia

Virtual Executive Assistant

- Operations Manager
- Social Media Manager
- Marketing Manager
- Head of Concierge Team
- Transaction Coordinator
- Listing Coordinator
- CRM Database Manager
- Lead Manager
- Manage email and calendar
- Generate reports
- Manage company number

Reference

[REDACTED]