

Mark Anthony R. Savillo

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Objective

To apply my skills and pursue a career in any Industry as a Virtual Assistant with focus on Administrative Task, Website Management, Video/Photo Editing and Creation, Social Media Management, Call Management, Database Management with special emphasis on client or investors assessment and needs.

Experience

DC INVEST LLC | All Things Real Estate and Educational Platform [November 2019 - Present]

- o Website Management - www.dcinvestllc.com (main)
- o Landing Pages Creation and Integration
- o Clients LLC Website Creation
- o MLS Management
- o Designing of new income generating pages in the website
- o Flyers and Announcement Creation, Property Image Edit/Enhancement, Custom Thumbnails, Logo, Cards, Characters
- o Encoding of project documents w/ actual amount being calculated
- o Video and Sound Edits/Enhancement for Social Media Platforms (FB, IG, LinkedIn, and YouTube)
- o Email Management (info@dcinvestllc.com)
- o Appointment Setter and Cold Calling (Real Estate Properties and Construction Side)
- o Social Media and YouTube Management
- o Social Media Content Writer
- o Skip Tracing
- o Database/CRM Administration - Infusionsoft & Active Campaign

REVA Global LLC | Real Estate Virtual Assistants Global [July 2019 - November 2019]

- o Training of Real Estate essentials for Investors.
- o Trained in handling objections on seller lead calls, determining between a warm or cold lead.
- o Overview of CRMs
- o Creating Buyer's Lists
- o Drip Campaign
- o Valuation of Comparable
- o Skip Tracing

Telus International Philippines [February 2018 – June 2019]

It's a Telco Company wherein I was able to assist customers with regards to their Internet, Phone and TV services, it's either billing concern, sales, technical support, billing and retention, and new phone plans which I discuss with customers. Also, I got the chance to provide support to new hire agents where I send feedback and reports to the Team Lead.

Trec Global Corp**[June 2017 - January 2018]**

Trec Global Corp provides home based opportunity and I was hired as one of their Universal Agent that handled Inbound Outbound, Email and Chat Support regarding VeriFone Devices. I was responsible for troubleshooting, orders for replacement and updates with the clients' devices. I assist in providing technical resolution to callers that need technical support and verifies lead information for new merchants.

Microsourcing, Altegra Health**[January 2017 - April 2017]**

A Healthcare company. I handled a project-based account where I supervised Field Reviewers composed of USA Registered Doctors and Nurses who were hired to gather Demographics from different Hospitals, Clinics or Record Stations across the USA. As a remote supervisor, I ensure accurate timesheet, attendance, reports and activities of 19 Doctors and Nurses assigned to me. I assign tasks, allocate appointments, provide maps to them, book flights, rental cars, room accommodations, and gas reimbursements. I also assist with their concern, do review their application and decide if they are fit for the post. I also make sure that the collected or gathered demographic data are correct to be qualified for insurance reimbursements.

Sophi. Inc.,**[May 2015 - April 2016]**

Handled a travel account that deals with VIP customers. As a Customer Loyalty Support, I ensured customers hotel itinerary by calling out to different hotels anywhere in the world and speaking directly to the hotel managers, staff, and back-office representatives. I also edit and correct the company's website hotel images and star ratings.

Teleperformance, Philippines, Inc.**[March 2011 - June 2012]**

I was a Level 2 Customer Specialist who supports inbound and outbound calls that deals with customer's flight, rental car, hotel, and cruise reservations. I also provide assistance to escalated calls and acted as a subject matter expert that provides support to new hired agents. I worked to build the customers confidence and promote the company's additional products and services.

Education

College**[2012 - 2015]**

Southland College
Bachelor of Science in Information Technology

Vocational**[2010 - 2011]**

VMA Global College
Seafarers Catering / Stewarding Course

Secondary**[2003- 2007]**

Fortress College
Highschool Diploma

Skills

- Online Marketing
- Real Estates principles
- Proficient in Word, Excel, Power point
- Proficient in Google Docs, Sheets, Forms
- Phone and Email Handling
- Sales
- Customer Service
- Technical Support
- Video and Music Editing
- Photoshop/Adobe Premiere Pro

- Website Creation/Layout/Design/Template
- Proficient in Snappa, Canva, WiX, WordPress
- Familiar with HTML, PHP, CSS and Database Management
- Experience with the following Real Estate skills:
 - CRM Systems
 - Leads Sourcing (Real Estate Agent and For Sale by Owner)
 - Skip Tracing
 - Appointment Setting
 - Leads Management
 - Drip Campaign
 - Cold Calling
 - Comparable Valuation