

Joy Grace Saguino

Admin Assistant

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Profile

Knowledgeable Administrative Assistant dedicated to improving procedures for file movements, eliminating unnecessary storage and maintaining secure information. Verifies documents, researches problems and implements effective solutions.

Skills

Tech Savvy (Computer Literate) • **Problem Solver** • **Resourceful** • **Meeting Bookings**

High Volume Data Entry • **Administrative Support**

Professional Experience

Raven Buys Houses US, Real Estate Virtual Assistant ✉ 08/2022 – present
California, USA

- Text blasting to prospect sellers with a ready template using a text tool (Launch Control)
- Replying to messages and tagging the correct status on that seller (either a lead, wrong number, not interested, and DNC)
- Gather information if a prospect wants to sell (price, motivation to sell, condition of the property, and timeframe)
- Update the client on the status of the list she uploaded and update her if that list is good or not
- Getting approx 4-6 leads a day
- Answered and managed incoming and outgoing calls while recording accurate messages.

Concentrix, Technical Support Advisor 09/2018 – 01/2020
Cebu

- Help Intuit users with any issues with the software
- Guide users on how to use and suggest effective ways to make sure they are on the right track
- Help users with accounting, payroll, and some taxes
- Taking OOP (Office of the President) escalation tickets
- Resolve user problem with their Quickbooks billing
- Became a SME (Subject Matter Expert who manages team to reach goal and to provide customer service quality

Convergys Philippines, Technical Support Associate 10/2015 – 03/2017
Pasay, Philippines

- Help Microsoft users to Download, Install and Activate the software
- provide quality customer service by providing them with correct information and accurate fix to any bug in Microsoft
- Became a Level Tech Support in just 8 months
- Taking escalation calls, emails, and chatting with customers where Level can't resolve.

ASA Philippines Foundation, Loan Officer 04/2014 – 06/2015
Bukidnon, Philippines

- Do the daily collection by going to locations where clients are paying their loans
- Do paperwork for new clients
- Analyzed applicants' financial status, credit, and property evaluation to determine the feasibility of granting the loan.

- Effectively managed more than 100 client relationships.
- A rotational task that involves, doing vouchers, cashiers, and checking new client requirements
- Recommended loan approvals and denials based on customer loan application reviews.

Joy's Mini Bakeshop, Family Business

02/2011 – 03/2014

Naga, Philippines

- Served 50 or more bakery customers daily with professional and effective customer service.
- Completed all bakery preparations in a timely and professional manner to keep the shop running smoothly.
- Kept up to date with cleaning and safety check schedules in line with company requirements.
- Monitored inventory and routinely re-ordered stock to avoid ingredient shortages.
- Carried out all baking duties with care and attention to detail to guarantee production of high-quality products and minimise waste.

Education

Associate in Information Technology, Sibugay Technical Institute

2011 – 2013

- Graduate

High School Certificate, Sta. Clara National High School

06/2001 – 03/2005

Naga, Philippines

- Graduate

Bachelor of Science in Business Management, Universidad De Zamboanga

Ipil, Philippines

- 2nd-year Undergraduate