

CHERRYLL LAMATA

OBJECTIVE: To take up challenging task in an organization, where qualities and abilities can be contributed in achieving mutual growth and benefits.



WORK EXPERIENCE

Team Leader

VIRTUDESK PH
JANUARY 2019 - PRESENT

- Set clear team goals
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Discover training needs and provide coaching
- Listen to team members' feedback and resolve any issue and conflicts
- Communicates with clients of the VAs to make sure that issues/concerns are always being addressed

Appointment Setter

VIRTUDESK PH
APRIL 9, 2018 - JANUARY 18, 2019

- Prospects for new clients, cultivates client relationships, sets client appointments, and manages all leads within the contact management database.
- Calls are made each day to reach potential clients, obtain the necessary information to qualify them for an appointment, and schedule meetings with the listing and/or buyer specialist.

CONTACT INFORMATION

 Block 2, Lot 12, Olivarez II-B, San Roque, San Pedro, Laguna, Philippines

 cherryllamata@gmail.com

 Skype: cherryll.raymundo19

 09172010655 / 09497185704

WORK EXPERIENCE

Virtual Assistant / Customer Support Representative

STORM MEDIA PTE LTD (HOMEBASED)
MAY 29, 2017 - MAY 31, 2018

- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Meet personal/customer service team sales targets.
- Work with customer service manager to ensure proper customer service is being delivered.
- Order Management
- Familiarity with different tracking tools to check on customer's orders.
- Coordinate with other departments to make sure that customer's concerns are being addressed correctly.

Lead Generation Specialist

SALESSTAFF LLC (HOMEBASED)
SEPTEMBER 15, 2015 - MAY 19, 2017

- Prospecting for new clients/ lead generation for different campaigns given.
- Responsible for the generation of new sales opportunities using all research tools possible.
- Manage data for new and prospective clients, ensuring all communications are logged, information is accurate and notations are attached.
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- Recording of all sales activities in CRM

Appointment Setter

KALLFLY (GLINTS SINGAPORE) (HOMEBASED)
MAY 18, 2015 - DECEMBER 11, 2015

- Prospecting clients by calling each and every company provided.
- Responsible for the generation of new sales opportunities using all research tools possible.
- Manage data for new and prospective clients, ensuring all communications are logged, information is accurate and notations are attached.
- Doing follow up calls and emails on prospective clients to ensure sales.

Technical Support Representative

WEST CONTACT SERVICES (COMCAST)
OCTOBER 24, 2011 - DECEMBER 15, 2012

- In-charge of troubleshooting phone and internet (bundled services).
- Configuration of client's equipment (old and current) to connect to the internet via modem/DSL router.
- Configure software to connect to Internet application servers.
- Triage support (if needs to be dispatched or transferred to other departments).
- Obtain general understanding of OS and application operations related to company offered services.
- Correct all issues on email (creating, deleting, suspending and reactivating accounts).

Technical Support Representative

24/7 CUSTOMER PHILS. (TIME WARNER CABLE)
JANUARY 16, 2013 - MAY 15, 2015

- Troubleshoot internet connectivity and email issues (creating, suspending, deleting and reactivating) over the phone. Configuration of client's equipment (old and current) to connect to the internet via modem/DSL router.
- Configure software to connect to Internet application servers.
- Triage support (if needs to be dispatched or transferred to other departments).
- Accurately process and record call transactions using a computer and designated tracking software.

WORK EXPERIENCE

Managing Owner / Teacher

H.A.L.O. (HIGHER ACADEMIC LEARNING OBJECTIVES) TUTORIAL SERVICES
FEBRUARY 15, 2007 - DECEMBER 15, 2009

- Manage and motivate staff, recruit, train and develop them according to company policies and employment laws and ensure relevant HR procedures are followed by doing appraisals, maintaining discipline etc.)
- Plans and forecast costs and business performances daily, weekly, monthly, quarterly and annually.
- Plans and implements educational objectives for students depending on their individual needs.
- Manage every operation of the center making sure that per day objectives are being adhered.
- Manage costs and overheads and all factors affecting the profitable performances of the center.
- Liaise with external agencies and authorities as necessary (advertising, PR, recruitment, training, fire services, police, local council, health and safety inspectors etc.)
- Seek and continuously develop knowledge and information about competitors' activities, strategies and tactics.
- Design training courses and programs necessary to meet training needs and deliver them personally where necessary.

Technology and Home Economics/Health Teacher Third Year Adviser

Teacher in the areas of Technology and Home Economics

TABERNACLE OF FAITH CHRISTIAN ACADEMY
JUNE 1, 2000 - APRIL 15, 2001

- Business and Distributive Arts
- Stenography
- Keyboarding
- Entrepreneurship
- Office Procedure
- Bookkeeping
- Home Economics
- Food Service Management
- Home Management and Family Living

Preschool/Special Education Teacher for Early Intervention

BRIGS LEARNING CENTER
JUNE 15, 2001 - AUGUST 12, 2006

- Curriculum focuses on the progressive developmental practices of the children necessary for them to become productive individuals in the future.
- Plans, organizes, and administers learning experiences, which contribute to each and every student's optimal development - these experiences may occur within and outside the classroom
- Manage the teaching process and accomplish students' evaluation assessment during specified periods.
- Pre-vocational Activities
- Self-Help Skills
- Cognitive Development
- Creative Arts
- P.E. & Music
- Free Play

ALOHA Special Teacher (Alternative Learning on Higher Arithmetic)

- Teaching students an alternative way on counting and solving math problems and discovering new skills using their own fingers, abacus and doing mental calculations after.

Adviser of Computer Secretarial Department

STI COLLEGE
1999 - 2000

- Instructor in the areas of Business and Distributive Arts:
- Computer Typing W/Lab
- Stenography, Office Procedures
- Corporate Image Building
- Ethics & Human Relations

EDUCATION BACKGROUND

Philippine Normal University

MASTER OF ARTS IN EDUCATION
SPECIALIZATION IN HOME ECONOMICS
SUMMER 2001 - 2ND SEMESTER 2002
(24 UNITS)

Polytechnic University of the Philippines

BACHELOR IN BUSINESS EDUCATION
MAJOR IN BUSINESS AND DISTRIBUTIVE
ARTS
1995 - 1999)
(GRADUATED)

WORKING QUALIFICATIONS

- Bachelor's degree holder
- Licensed Teacher
- Units in Masters of Arts in Education
- Good communications skills, both oral and written.
- Computer knowledgeable (MS Office, C Language)
- Typing Speed: 50 WPM, Shorthand Speed 75 WPM
- TOEIC PASSER (Test of English for International Communication)
(860 - Above Average)

I affirm that all information written above given by me in this resume is true
and factual to the best of my knowledge.

CHERRYLL LAMATA