

# AIRA MAE S. ZANORIA

ADMINISTRATIVE ASSISTANT



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a.zanoria15@gmail.com

## SKILLS

- Social Media Strategy
- Community Management
- Campaign Optimization
- Online Event Organizer
- Appointment Setter
- Marketing
- Billing Collections
- Customer Service
- Cold Calling
- Calendar Management
- Basic Graphic Design
- Basic Website Building
- Basic Bookkeeping

## EDUCATION

**Bachelor of Secondary Education**

2018 - 2023

University of Mindanao

## LANGUAGES

English - Native

Tagalog - Proficient

## PROFILE

Dedicated Administrative Assistant with a proven track record as an Executive Virtual Assistant, Lead Generation Specialist, Appointment Setter, and Social Media Manager in a US setting. Bringing two years of multifaceted experience in streamlining administrative processes, generating leads, managing appointments, and enhancing online presence. Eager to contribute organizational skills, tech-savvy expertise, and a proactive approach to a dynamic administrative role that values efficiency and innovation.

## EXPERIENCE

### Billing Collections

**DocGiant • Aug 2021 – Nov 2021**

- Examine patient accounts to identify unpaid or delinquent bills.
- Initiate contact with patients to discuss outstanding balances.
- Assist patients in understanding insurance coverage.
- Send reminders and follow-up notices to patients.
- Provide excellent customer service to patients and address their inquiries.

### Sales Development Representative

**Nostra • Dec 2021 – Sept 2022**

- Maintain a clear and organized record of lead interactions using CRM tools.
- Utilize cold calling techniques to initiate conversations and introduce our solutions.
- Research and identify potential leads and prospects through various channels (LinkedIn, Calls, Apollo etc.)

### Sr. Event Coordinator

**Nostra • Sept 2022 – Present**

- Develop and implement marketing and promotional strategies to attract attendees using social media platforms.
- Liaise with speakers, panelists, and presenters, ensuring they have all necessary information and support.