



MARIA ERLINDA ANOOS

Real Estate Virtual Assistant

A top-notch Virtual Assistant in a US-based Real Estate Company.

Trained and Awarded as an Exemplary Trainee at Surge for a 3-month Real Estate Virtual Assistance Course and Social Media Marketing & Management.

An accomplished Customer Service Specialist with 10 years' experience in Retail Banking, Credit Card Servicing and Online Technical Support.

CONTACT

✉ mariaerlindaanoos@gmail.com

☎ +639610049165

📍 Cebu, Philippines 6003

SKILLS

- Cold Calling
- Lead Scraping/Lead Generation
- Property Research & Analysis
- Customer Support
- Email Management
- Financial Servicing
- CRM
- Social Media Management & Marketing
- Transaction Management
- Web Creation & Management

WORK EXPERIENCE

REAL ESTATE VIRTUAL ASSISTANT

Universal Spectrum Enterprises

August 2022 - PRESENT

- Email Handling and Management
- Property Research & Analysis
- Lead Generation
- Call and verify leads from all over the United States.
- Update and maintain CRMs
- Do inbound and outbound calls to set up an appointment or close the sale on the telephone.

COLD CALLER

Broker Match

May 2022 - August 2022

- Call and verify leads from all over the United States.
- Lead Generation and Analysis
- Telemarketing
- Update and maintain CRMs
- Do inbound and outbound calls to set up an appointment or close the sale on the telephone.

ACCOUNT SPECIALIST II

JP MORGAN CHASE BANK NA

January 2012 - May 2022

- Resolve Customer inquiries related to their Bank and Credit Card Accounts through inbound-calls and outbound calls.
- Provide first call resolution to all customer queries.
- Assist in resolving Escalated Issues.
- Adhere to the Bank's SOPs, Quality, Compliance Guidelines and Standards.

REFERENCES

Joseph Seguerra

Unit Manager | JP Morgan Chase – Cebu

☎ +639182974717

Julmar Grace Locsin

CEO | OWNER Surge Marketplace

✉ smmindepth@surgedigital.agency

- Worked as SBA Specialist temporarily during the height of the Pandemic (March–May 2020) to help process and approve Small Business Loans through JPMC's Payment Protection Program (PPP)
- Provide basic Online Technical Support for Customers' Online/
- Mobile Banking Concerns

CUSTOMER SERVICE SPECIALIST

TEPERFORMANCE formerly **Aegis People Support** |

JPMC Account

April 2011 – December 2011

- Provide first call resolution to all customers queries.
- Resolve customer inquiries related to their Bank Accounts through inbound calls (After 8 months in Aegis, I was promoted and absorbed by JP Morgan Captive Site in Cebu).

ESL TEACHER

English International Language School (EILS)

April 2010 – February 2011

- Organize courses for non-native speakers with diverse activities and methods that cover all aspects of English language (speaking, writing and comprehending).
- Assess student progress
- Collaborate with educational staff to provide a positive learning experience to students.

EDUCATION

Cebu Technological University

Bachelor of Science in Secondary Education

June 2005 – March 2009

TRAININGS

Surge Marketplace

Real Estate Virtual Assistance Course

April – June 2022

(Gold Certificate Awardee)

Social Media Management and Marketing (SMM)

(Gold Certificate Awardee)