

DAVE LAURENCE OLAER

Virtual Assistant / CSR

About Me

I provide reliable executive support by managing calendars, emails, meetings, and administrative duties, ensuring efficiency for busy professionals. I also offer cold calling, lead generation, and video editing services to enhance client engagement and business growth.

TOP SKILLS

- Executive Assistance & Administrative Support: Calendar & schedule management, email management, meeting coordination, travel arrangements, workflow optimization, CRM & database management, reporting & documentation
- Sales & Client Engagement: Lead generation, outbound calls, appointment setting, client communication, product/service promotion, follow-ups, CRM tracking
- Digital & Tech Skills: Microsoft Office Suite, Google Workspace, Trello, Notion, ClickUp, Asana, Calendly, Pipedrive, CRM-integrated Dialer, Canva, Photoshop, Adobe Premiere Pro, Zoom, MS Teams, Google Meet

WORK EXPERIENCE:

STEELSAFE SELF STORAGE – VIRTUAL ASSISTANT

August 2024 – Present

- Manage day-to-day storage facility operations, including tenant support, account management, billing, and unit oversight
- Handle inbound and outbound customer communications via phone, text, and email, ensuring professional service and high tenant satisfaction
- Complete lease onboarding for new tenants, including digital document processing, insurance verification, and system updates
- Track accounts, payments, and unit statuses while maintaining accurate and organized records
- Coordinate escalations, communicate with internal teams, and ensure issues are followed through to resolution
- Prepare professional notes, reports, and communication logs to document interactions and support operational transparency
- Support business growth through renewal follow-ups, lost tenant recovery outreach, and service improvement initiatives

General Santos City, Phillipiines

EDUCATION

BA I.C.T
ACA Foundation College
2011 - 2015

BSED MATH
G.F.I Foundation College
2011 - 2015

SOFT SKILLS

- Strong communication
- Client-centered mindset
- Problem-solving
- Multitasking
- Time management
- Team coordination & leadership
- Adaptability
- Attention to detail
- Reliability
- Proactive approach

CERTIFICATIONS

- Executive Assistant Training – In-depth training covering administrative support, calendar/email management, CRM, and executive-level tasks



- Video Editing Certificate – Comprehensive training in video editing tools and techniques



ELITE INSURE LIMITED – EXECUTIVE ASSISTANT / TELEMARKETER / TEAM LEADER – PERSONAL INSURANCE

August 2024 – Present

- Provide executive-level administrative support while managing team operations
- Lead outbound call campaigns for personal insurance policies, ensuring targets and quality standards are met
- Oversee lead generation, verify client details, and maintain accurate records in CRM and Excel
- Coordinate schedules, track team performance, and streamline workflows to support management and team productivity
- Act as liaison between management and team, assisting with process improvements and reporting

MORGAN FIDELITY ASSOCIATES – SALES REPRESENTATIVE – MEDICARE ADVANTAGE / SUPPLEMENT PLANS

June 2022 – August 2024

- Guided clients through Medicare Advantage and supplement plan comparisons
- Managed high-volume calls while ensuring quality service and compliance
- Maintained detailed records of client interactions and follow-ups

STONE TAPERT – SALES REPRESENTATIVE – MEDICARE ADVANTAGE PLANS / SOLAR PANEL CAMPAIGNS

June 2021 – May 2022

- Educated clients on plan options and benefits
- Promoted solar panel installation services
- Managed leads, scheduled appointments, and maintained CRM records

212 DENTAL CARE – SALES REPRESENTATIVE – MEDICARE ADVANTAGE PLANS / SOLAR PANEL CAMPAIGNS

2021 – 2022

- Contacted potential patients to schedule dental services
- Explained pricing and service details clearly
- Maintained patient records and followed up on appointments

SIX ELEVEN GLOBAL SERVICES – SALES REPRESENTATIVE – MULTIPLE CAMPAIGNS (INSURANCE, B2B, STUDENT LOANS, DEBT CONSOLIDATION)S

2018 – 2020

- Conducted outbound calls to promote products
- Qualified prospects and scheduled appointments for sales closers
- Customized offers based on customer needs
- Consistently achieved and exceeded sales targets

SYCORE BUSINESS SOLUTION – SALES REPRESENTATIVE

2017 – 2018

- Handled non-voice fundraising tasks
- Managed donor information and campaign records
- Coordinated with campaign teams to track goals and follow-ups