L. EVELYN

REAL ESTATE VIRTUAL ASSISTANT
Lead Generation | Cold Calling | Appointment Setting | CRM Management
Caloocan, Philippines
Available for Remote Work

SUMMARY

Virtual Assistant with 7+ years of experience in real estate, customer service, sales, lead generation, appointment setting, and administrative support. Skilled in CRM management, client communication, calendar coordination, and business operations. Adaptable, organized, and eager to apply my experience while expanding my skills in new industries.

PROFESSIONAL EXPERIENCE

Appointment Setter
Feb 2026- August 7, 2026

- Conducted outbound calls to prospective clients to introduce the financial advisor's services and qualify leads.
- Scheduled consultation appointments based on the advisor's availability and client preferences.
- Confirmed appointments through phone calls, text messages, and email reminders to reduce no-shows.
- Managed the advisor's calendar, ensuring appointments were accurately scheduled and avoiding conflicts.
- Answered basic questions about the advisor's services and provided relevant information before appointments.
- Met daily and weekly targets for outbound calls, qualified leads, and appointments set while maintaining high-quality customer interactions.

Real Estate Virtual Assistant
PacHomeBuyers
Mar 2023 – Feb 2026

- Analyzed residential and commercial properties to determine market value and investment potential.
- Conducted 100–150 outbound calls daily to identify motivated sellers and generate qualified leads.
- Negotiated with property owners and buyers to support successful acquisitions and dispositions.
- 10–15 qualified appointments weekly
- Maintained accurate CRM records, ensuring timely follow-ups and improved lead tracking.
- Generated an average of 40–60 sales opportunities monthly.
- Contributed to acquisition pipeline growth by identifying motivated sellers and maintaining follow-up sequences.

SKILLS

Real Estate

- Property Acquisition
- Seller Qualification
- Motivated Seller Outreach
- Transaction Coordination
- Disposition Support
- Underwriting
- Property Research
- ARV Analysis
- Skip Tracing

Sales

- Cold Calling
- Appointment Setting
- Lead Generation
- Objection Handling
- Closing Support
- Pipeline Management
- Sales Prospecting

CRM & Software

- Podio
- REsimpli
- Salesforce
- GoHighLevel
- Propstream
- Vulcan7
- Google Workspace
- Microsoft Office
- Zoom

Administrative

- Calendar Management
- Email Management
- Google Workspace
- Data Entry

EDUCATION

Bachelor of Science in Computer Science
La Carlota City College
2005–2009

Digital Services VA
Freelance Virtual Assistant
Aug 2021 – Apr 2022

- Monitored and responded to Facebook reviews, maintaining professional customer communication.
- Increased customer engagement through timely responses and review follow-up campaigns.
- Maintained review tracking systems and generated reports identifying customer satisfaction trends.

Acquisitions Support Specialist
Peachtree Homebuyers LLC
Part-Time Contract Role
May 2019 – Sep 2021

- Managed leads from initial contact through contract signing and transaction completion.
- Presented property offers and addressed seller objections to move prospects through the sales pipeline.
- Maintained detailed property records and updated CRM systems to ensure data accuracy.
- Coordinated follow-up campaigns that improved seller engagement and appointment attendance.
- Helped maintain a consistent pipeline of qualified seller leads through timely follow-up and lead nurturing.
- Supported acquisition efforts by gathering accurate property and seller information.

Cold Caller & Skip Tracer
Four Walls LLC
Oct 2018 – Mar 2019

- Maintained a 95% appointment confirmation rate.
- Coordinated calendars and confirmed meeting details to minimize scheduling conflicts.
- Sent appointment reminders that improved show-up rates and reduced cancellations.
- Maintained accurate scheduling records and CRM updates for team visibility.
- Reduced scheduling conflicts through proactive calendar management.

Lead Generation Specialist
Apr 2017 – Dec 2018

- Generated and qualified leads through outbound calls, email campaigns, online research, and social media outreach while maintaining accurate CRM records and supporting sales pipeline growth.

- Pre-qualified prospects and updated lead statuses to support sales pipeline management.
- Responded promptly to inquiries, improving customer experience and lead engagement.
- Conducted market and competitive research to identify new lead-generation opportunities.
- Scheduled and managed social media content to increase audience engagement and brand visibility.

SALES REPRESENTATIVE
AFNI- SiriusXM
July 2014- March 2017

- Promoted and sold SiriusXM subscription plans by identifying customer needs and recommending the most suitable packages.

- Explained product features, channel lineups, pricing, promotions, and subscription benefits.

- Assisted customers with new activations, renewals, upgrades, downgrades, and account changes.
- Processed payments and managed customer billing inquiries.

- Maintained accurate customer records and documented interactions using CRM and account management systems.

- Built rapport with customers to improve retention and encourage long-term subscriptions.

- Handled 80–100 customer interactions daily while consistently meeting sales and customer satisfaction KPIs

Billing and Collections Specialist
SITEL - Comcast Campaign
2012- March 2014

- Handled inbound and outbound calls regarding customer billing, payments, and past-due accounts.

- Collected outstanding payments while maintaining a professional and customer-focused approach.

- Negotiated payment arrangements and established payment plans based on customer eligibility and company guidelines.

- Resolved billing disputes by reviewing account details and explaining applicable charges and policies

- Worked to reduce account delinquency while maintaining high customer satisfaction and compliance with company policies.

- Assisted customers in understanding their bills, service charges, payment history, and account balances.

- Met or exceeded key performance metrics, including collections, call quality, first-call resolution, and customer satisfaction scores.

Customer Service Specialist
Teletech - SEARS (Appliance Repair)
January 2010- April 2012

- Handle customer calls, listen to their concerns, and determine what assistance they need.
- Handle complaints professionally.
- Book technician appointments for refrigerators, washing machines, dryers, ovens, dishwashers, etc.
- Reschedule or cancel appointments when needed.
- Confirm the customer's address, appliance type, and preferred schedule.
- Inform customers about estimated arrival times.
- Enter customer information accurately into the CRM/service system.
- Explain service charges, warranties, protection plans, or repair fees.