FE AGAPAY

Administrative Assistant | Executive Assistant

Cabadbaran City, Philippines

PROFESSIONAL SUMMARY

Highly organised Administrative Assistant with over three years of experience supporting Australian and U.S. businesses across administration, database management, executive support, customer service, and CRM administration. Currently supporting an Australian real estate agency by maintaining high-volume property databases, verifying owner information, and ensuring data accuracy using Agentbox CRM and ID4Me. Experienced in managing administrative tasks, coordinating schedules, conducting research, maintaining records, and providing dependable remote support.
Known for strong attention to detail, excellent organisational skills, and the ability to quickly learn new systems while delivering accurate work with minimal supervision.

CORE COMPETENCIES

Administration	CRM & Database	Software	Professional Skills
• Executive Support • Administrative Support • Calendar Management • Email Management • Appointment Scheduling • File Management • Document Preparation • Report Preparation • Meeting Coordination • Data Entry • Records Management	• Agentbox CRM • GoHighLevel (GHL) • CoreLogic • ID4Me • CRM Administration • Database Management • Contact Management • Data Validation • Information Verification	• Microsoft Office 365 • Google Workspace • Microsoft Excel • Microsoft Word • Outlook • Google Sheets • Google Docs • Canva • ChatGPT • Trello • Slack • Microsoft Teams • Zoom	• Online Research • Customer Service • Stakeholder Communication • Time Management • Problem Solving • Process Improvement • Confidential Information Handling • Attention to Detail • Remote Collaboration

PROFESSIONAL EXPERIENCE

Database Research Analyst | Barry Plant (Geelong)

July 2025 – Present

- Conduct research across assigned property locations to identify and verify property ownership information.
- Retrieve and validate owner names, phone numbers, and email addresses using ID4Me before updating records in Agentbox CRM.
- Maintain accurate property and client databases while ensuring data integrity and confidentiality.
- Process high-volume property records across multiple-page address assignments while consistently meeting daily productivity targets.
- Perform quality assurance checks to ensure accurate CRM records.
- Support prospecting and business development by maintaining organised and up-to-date databases.
- Collaborate remotely with Australian colleagues to ensure database accuracy and operational efficiency.

Virtual Assistant | Home Value Inc.

January 2025 – July 2025

- Managed appointment scheduling and customer follow-ups.
- Updated CRM records and maintained customer information.
- Assisted with administrative and operational tasks.
- Communicated professionally with homeowners and internal team members.

Lead Generation & Administrative Assistant | Que Consulting

June 2024 – January 2025

- Conducted online research using LinkedIn Sales Navigator.
- Built and maintained lead databases.
- Updated Google Sheets and CRM systems with accurate information.
- Supported outreach campaigns through administrative coordination.

Funding Representative | SHA Capital

December 2023 – June 2024

- Coordinated appointments between clients and underwriting teams.
- Managed client communication through phone, SMS, and email.
- Maintained accurate CRM records using GoHighLevel.
- Supported daily administrative operations.

EDUCATION

Bachelor of Science in Psychology | SAINT JOSEPH INSTITUTE OF TECHNOLOGY

Butuan City, Philippines [2022]

KEY ACHIEVEMENTS

- Supported an Australian real estate agency by maintaining accurate CRM and property databases.
- Verified and updated owner contact information using Agentbox CRM and ID4Me.
- Maintained high standards of data accuracy while processing large volumes of property records.
- Successfully supported Australian and U.S. clients in remote administrative roles.
- Adapted quickly to new software, business systems, and evolving workflows.