JOANNA KARMINA BALMEO

GENERAL VIRTUAL ASSISTANT/ PROJECT MANAGER

KEY SKILLS

- Project Management
- Appointment Setter
- Schedule Management
- Email Management
- Billing and Enrollment
- KPI Tracking
- Collections
- Team Leadership
- General Administration
- Sales and Transactions
- Lead Generation
- Customer Relations
- Data Management
- Training and Coaching
- HR Assist
- File Management
- Problem Solving
- Social Media Management
- Inbound and Outbound calls
- Report Management
- Negotiation
- Property Management
- Marketing

Tools:

- Proficient in MS Office tools
- Canva, AI Tools
- Google Workspace
- Google Business Page
- **CRM** - Hubstaff, Scale Pilot, Trello, Line Leader, GHL, Notion, Click Up
- Billing Platform - Playground, Brightwheel, Quickbooks
- Meta Business Suite, Metricool, Facebook
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EDUCATION

Sacred Heart College
Bachelor of Arts in Communication
2006-2010

PROFESSIONAL EXPERIENCE

EastWest Banking Corporation
Bank Teller and New Accounts Representative | August 2010 - February 2015
As a Bank Teller and New Accounts Representative, I had the privilege of assisting clients with various banking needs, including:

- Facilitating account openings for a range of bank products and addressing inquiries related to loans and other financial services.
- Collaborating with inter-branch departments to manage loan processing and handle credit card inquiries efficiently.
- Ensuring accurate balancing of cash drawers, which involved meticulous reconciliation and periodic batching of cashed checks.
- Proactively promoting and selling bank products to meet clients' financial goals.
- Efficiently processing bill payments, as well as cash and check transactions, with a focus on accuracy and customer satisfaction.

Carlmar Land Development Corporation
Customer Service Representative | June 2015 - July 2017
During my tenure as a Customer Service Representative, I had the privilege of providing comprehensive support to clients, including:

- Assisting clients with title transfer signing, payments, and coordinating on various requests to ensure seamless transactions.
- Proactively resolving customer complaints by liaising with relevant departments and addressing concerns promptly and effectively.
- Handling data entry tasks, managing filing systems, and issuing invoices with a keen focus on accuracy and organization.
- Actively monitoring property management concerns and providing timely updates to clients to ensure transparency and satisfaction.
- Collaborating with all departments to address client concerns efficiently and foster smooth communication channels.
- Providing valuable counseling and updates on loan and house construction matters to guide clients through important financial decisions.

Kenyatai Food Cart & KRNB Food Stall
Chief Executive Officer | March 2018 - April 2024
As Chief Executive Officer, I oversaw various aspects of business operations, including:

- Provides clear instructions and delegating responsibilities to staff members to ensure efficient workflow and productivity.
- Conducting regular checking of main office inventories, sales, invoices, and deliveries to maintain optimal inventory levels and streamline processes.
- Ensuring the orderliness and smooth functioning of branches to maintain brand standards and enhance customer experience.
- Handling complex and challenging customer complaints that require executive attention, resolving issues promptly and effectively.
- Conducting site inspections and negotiating with new lessors to secure favorable terms and locations for business expansion.
- Facilitating collaboration with suppliers to ensure timely production and delivery of necessary supplies to support business operations.

Childcare Virtual Assist - Heritage Early Learning Center, Ohio
General Virtual Assistant/ Billing & Enrollment/ HR Specialist | June 2024-Present

- Collaborating with Admin staffs to ensure smooth Billing/ Enrollment/ HR processing
- Processing billing and invoices for families enrolled to the childcare facility.
- Enrollment processing, assisting families to cater their needs for childcare.
- Calling prospect leads and offer our services.
- Customer Service and Social Media Marketer. I also handles company's Facebook page and email and respond to inquiries.
- Reaching out to new applicants, doing initial interview and employment processing.


CERTIFIED
GVA
GENERAL VIRTUAL ASSISTANT
TRAINEE
ProVA
VIRTUAL ASSISTANT
www.prova.ph
CERTIFICATE
OF PARTICIPATION
THIS CERTIFICATE IS PROUDLY PRESENTED TO:
Joanna Karmina N. Balmeo
for successfully participating in General Virtual Assistance Training,
a 5-10 hours live webinar conducted on May 5, 2024 which aims to enrich
the knowledge of the participants in the growing freelancing marketing.
DHAMIELYN A. SARNO
Coach | ProVAPH Co Founder


PERSERVA
VA TRAINING SERVICES
Certificate
OF COMPLETION
THIS CERTIFIES THAT
Joanna Karmina Balmeo
completed the General Virtual Assistance
and SMM training course given by
Perserva VA Training Services.
5/8/2024
DATE
ARIANE JOY SALEM
CEO AND OWNER